

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
INACTIVE OBSERVATIONS					
1	The information provided in the New Jersey Quality Baseline Validation Test Deck for LSOG 4 is inconsistent. Bell Atlantic has deviated from the process for issuing new releases.	Closed	Review Complete	<p>4/12/00: Issued</p> <p>4/20/00: Deferred until 4/27/00</p> <p>4/27/00: Bell Atlantic states it has resolved the errors found within the test deck, addressed in Appendices A, B and C. The corrections will be included in the June release of the test deck scheduled to be distributed May 8th via Bell Atlantic Change Control. Appendix D, Issue #1, the LSRNO field is generated internally by Bell Atlantic. Issue #2, BA will not be using the intervals set forth in the Product Interval guides to determine due dates for CTE transactions. Issue #3 is deferred until 5/4/00. Addressing Issue #4, a field note will be grayed out in the Business Rules for field LOCNUM. Issue #5, the Test Deck is correct; the Business Rules will be updated. Bell Atlantic has yet to set a date for the corrected release.</p> <p>5/4/00: At KPMG's request, Bell Atlantic restated responses to Appendix D, Issues #1 and #2. Issue #3 is deferred until 5/11. Issue #5 is deferred until 5/18, when BA is expected to announce a date for the release of the corrected Business Rules.</p> <p>5/11/00: KPMG received and is in the process of analyzing the updated NJ Quality Baseline Validation (CTE) Test Deck. KPMG will review the LSOG 4, Version 4.3.1 Business Rules for BA's fixes for Appendix D, Issues #4 and #5. BA will address Issue #3 in an updated release of the CLEC Resale Handbook. A date has not yet been specified for this release.</p>	NJ Observation #1.doc

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
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				<p>5/18/00: KPMG continues to review Bell Atlantic's documentation changes. Deferred until 6/1/00.</p> <p>6/1/00: KPMG is in the process of validating the 5/21/00 release of the LSOG 4 Test Deck, version 1.1. Bell Atlantic announced that Appendix D, Issue #3 will be corrected with Change Control announcement CR#1463.</p> <p>6/15/00: KPMG has completed its review of the LSOG 4 Test Deck v1.2 and finds that BA has corrected all of the issues raised in Observation #1. This observation is be closed.</p>	
2	LSOG 4.3.1 Order Business Rules do not allow for the performance of multiple feature activities (FA/FD), lacking the needed fields on the DRS and CRS forms.	Closed	Review Complete	<p>9/14/00: Issued</p> <p>9/21/00: Verizon agrees that DRS and CRS forms do not contain fields – states they are to be added to the CRS in fix due out around 5 October. Verizon states that DRS form inputs should use the remarks field. KPMG Consulting is examining relevant Verizon bulletins and reviewing response.</p> <p>9/28/00: KPMG Consulting stated that bulletin in question covered VZN-North, not South as needed. VZN stated additional bulletin would be issued.</p> <p>10/5/00: KPMG Consulting received the bulletin pertaining workaround for the DRS issue. Changes to the DRS form documentation are expected in an upcoming release.</p> <p>10/12/00: Verizon has not yet determined a date for the release of the needed DRS form documentation.</p> <p>10/18/00: Verizon stated that the DRS form documentation would be released on 3/17/01.</p> <p>10/26/00: KPMG Consulting states that the workaround</p>	NJ Observation #2.doc

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
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				referenced above was functioning properly. Per discussions with the NJ BPU regarding the fix date being beyond the planned test end date, this Observation is Closed	
3	Verizon-NJ failed to provide expected responses to ISR, SOR, and PSA pre-ordering inquiries.	Closed	Review Complete	<p>9/14/00: Issued</p> <p>9/21/00: Verizon analyzing, deferred to 9/28</p> <p>9/28/00: KPMG Consulting is awaiting documentation and implementation of fix scheduled in 21 October release. Verizon states that KPMG Consulting made incorrect entries, therefore the "Circuit ID is invalid" was a correct error message. KPMG Consulting is verifying input against documented business rules.</p> <p>10/5/00: KPMG Consulting verified that inputs were made in accordance with business rules and cited e-mail from Verizon help desk confirming this. Verizon states that this issue will be corrected via a documentation bulletin. VZN to investigate and report next week.</p> <p>10/12/00: Verizon continues investigating – deferred to 10/19/00</p> <p>10/18/00: Verizon stated that a new bulletin would be issued by 10/20/00.</p> <p>10/26/00: Verizon will provide bulletin number to KPMG Consulting and verify bulletin was sent.</p> <p>11/2/00: Verizon stated that bulletin #1792 was issued on 11/2/00 and stated that a permanent fix is scheduled for 4/21/01. KPMG Consulting will review bulletin and provide feedback next week.</p> <p>11/9/00: KPMG Consulting stated that the bulletin received covered the necessary issues. KPMG Consulting proposed closing this Observation.</p>	NJ Observation #3.doc

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

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				<p>The NJ BPU requested the Observation remain open pending possible changes in the release date for the permanent fix.</p> <p>11/16/00: Verizon stated there is no system fix (previously stated as scheduled for 4/21/01). Instead, the functioning work-around will be documented in the Order Business Rules (new release scheduled for 2/17/01). The NJ BPU requested the Observation remain open pending possible change in the release date for the update to the Order Business Rules. KPMG Consulting will verify the Change Notification 1792 is currently posted on the CLEC web site.</p> <p>11/22/00: KPMG Consulting verified that the relevant bulletin (#1792) has been posted to web and is available to new CLECs. There is no change to the release schedule for the Order Business rules, though the new draft will be available December 6th for the issuance of the new version on 2/17/01. This Observation is now Closed.</p>	
4	Verizon-New Jersey (VZN-NJ) returned unacceptable due dates for local service orders.	Closed	Review Complete	<p>9/14/00: Issued</p> <p>9/21/00: Verizon analyzing, deferred to 9/28</p> <p>9/28/00: Verizon states that human error was cause. VZN has implemented training and process reviews to prevent a recurrence. KPMG Consulting has taken this under advisement and will monitor the issue.</p> <p>10/5/00: Verizon has continued to return unacceptable due dates and will further investigate.</p> <p>10/12/00: Verizon states that additional training was conducted. KPMG Consulting requested documentation reflecting training; Verizon</p>	NJ Observation Report #4.doc

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

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				<p>agreed to provide.</p> <p>10/18/00: Verizon states that training documentation will soon be made available.</p> <p>10/26/00: KPMG Consulting has received and reviewed the training documentation. This Observation is Closed.</p>	
5	KPMG Consulting received an unexpected error in migrating an ISDN-B line to UNE-P.	Closed	Review Complete	<p>9/14/00: Issued</p> <p>9/21/00: Verizon analyzing, deferred to 9/28</p> <p>9/28/00: Verizon states that human error was cause. VZN has implemented training and process reviews to prevent a recurrence. KPMG Consulting has taken this under advisement and will monitor the issue.</p> <p>10/5/00: KPMG Consulting will submit further orders in retest to verify success of Verizon training.</p> <p>10/12/00: KPMG Consulting requested documentation reflecting training; Verizon agreed to provide.</p> <p>10/18/00: Verizon states that training documentation will soon be made available.</p> <p>10/26/00: KPMG Consulting has received and reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #5.doc
6	KPMG Consulting experienced inconsistent processing of orders requesting the migration of an ISDN-B line to UNE-P.	Closed	Review Complete	<p>9/14/00: Issued</p> <p>9/21/00: Verizon analyzing, deferred to 9/28</p> <p>9/28/00: Verizon states that fix implemented for Observation #5 will prevent this inconsistent processing. KPMG Consulting has taken this under advisement.</p> <p>10/5/00: KPMG Consulting will submit further orders in retest to verify success of Verizon training.</p> <p>10/12/00: KPMG Consulting requested documentation reflecting training; Verizon agreed to provide.</p> <p>10/18/00: Verizon states that training documentation will soon be made available.</p>	NJ Observation Report #6.doc

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				10/26/00: KPMG Consulting has received and reviewed the training documentation. This Observation is Closed.	
7	Verizon-NJ help desk did not answer inquiries on pre-order errors and other pre-orders that did not receive a response.	Closed	Review Complete	<p>9/18/00: Issued</p> <p>9/21/00: Verizon analyzing, deferred to 9/28</p> <p>9/28/00: Verizon states that trouble ticket #37948 was incorrectly closed and linked to trouble ticket #37495. Verizon stated that responses had been delayed by August strike and that responses to these tickets were provided to KPMG consulting. In addition, corrections are scheduled for 21 October release.</p> <p>10/5/00: KPMG Consulting will retest and verify following 21 October release.</p> <p>10/12/00: KPMG Consulting will retest and verify following 21 October release.</p> <p>10/18/00: KPMG Consulting will retest and verify following 21 October release.</p> <p>10/26/00: KPMG Consulting conducted a retest during which the 21 October release modifications appeared to function correctly. This Observation is Closed.</p>	NJ Observation Report #7
8	<p>KPMG Consulting did not receive expected provisioning completion and billing completion notices (PCM and BCM).</p> <p>8b) Added additional examples</p>	Closed	Review Complete	<p>9/25/00: Issued</p> <p>9/28/00: Verizon states that PCM was provided, giving dates. VZN pursuing when BCMs were issued. The issue of timeliness remains open.</p> <p>10/5/00: Verizon was unable to provide specific information on when the BCMs were provided. The BCMs apparently dropped out somewhere in the VZN EDI interchange. KPMG Consulting will continue testing.</p> <p>10/12/00: KPMG Consulting has detected no other instances of this issue. Propose to Close Observation but continue to monitor.</p>	<p>NJ Observation Report #8</p> <p>NJ Observation Report #8b</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

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				<p>10/18/00: KPMG Consulting has detected additional instances and therefore will keep this Observation open. KPMG Consulting will provide additional examples.</p> <p>10/24/00: KPMG Consulting issued a revised version containing additional PON examples.</p> <p>10/26/00: VZN stated that some orders had been cancelled and reissued providing BCMs attached to new order numbers. KPMG will investigate new order numbers provided. Other PONs were still under review by VZN. 3rd PON sup 1 to cancel, no BCM; 4th PON is under investigation by VZN; 5th PON canceled by TISOC and re-issued - C88471, N88473 - this was due to rep error; 6th PON BCM received 10/23 21:35 - delayed because of CRIS issues similar to 2nd PON.</p> <p>11/2/00: KPMG agreed with Verizon Consulting that the 3rd PON should not receive a BCM. For PON 4, Verizon stated that a system error "an Oracle system event" had occurred and that the BCM would be sent manually. The 5th and 6th PONs had been delayed by Rep and CRIS errors. KPMG Consulting stated that the BCMs were received on 10/24 & 10/23 respectively and are now considered late.</p> <p>11/9/00: KPMG Consulting will continue to monitor this issue, but is closing the Observation.</p>	
9	Service order number formatting on the Installation Status (ISR) form is not properly documented in the Bell Atlantic Pre-Order Business Rules, version 4.3.1, for NJ and the Help Desk gives advice inconsistent with	Closed	Review Complete	<p>9/25/00: Issued</p> <p>9/28/00: Verizon stated that a fix will be implemented and will provide the date of the fix during 10/5 call. A bulletin outlining a workaround will be issued the week of October 2nd.</p> <p>10/5/00: Verizon stated that a bulletin is expected to be</p>	NJ Observation Report #9

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
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	existing documentation.			<p>issued 10/6 and a date for permanent fix will be announced.</p> <p>10/12/00: KPMG Consulting has received the bulletin referenced previously and is examining to ensure that the issue is fully covered. Verizon has not established a date for implementation of a permanent fix. KPMG Consulting provided trouble ticket of an example not covered by bulletin.</p> <p>10/18/00: Verizon stated that it would issue a revised version of bulletin #1745 by 10/20/00.</p> <p>10/26/00: Verizon agreed to provide a date for implementation of a permanent fix. KPMG Consulting agreed that the revised bulletin covered the necessary issues.</p> <p>11/2/00: Verizon stated that a permanent fix would be implemented on 4/21/01. KPMG Consulting proposed to Close this Observation.</p> <p>11/9/00: KPMG Consulting proposed closing this Observation. The NJ BPU requested the Observation remain open pending possible changes in the release date for the permanent fix.</p> <p>11/16/99: Verizon stated there is no system fix (previously stated as scheduled for 4/21/01). Instead, the functioning work-around will be documented in the Order Business Rules (new release scheduled for 2/17/01). The NJ BPU requested the Observation remain open pending possible change in the release date for the update to the Order Business Rules. KPMG Consulting will verify the Change Notification 1745 is currently posted on the CLEC web site.</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				11/22/00: KPMG Consulting verified that the relevant bulletin (#1745) has been posted to web and is available to new CLECs . There is no change to the release schedule for the Order Business rules, though the new draft will be available December 6 th for the issuance of the new version on 2/17/01. This Observation is now Closed.	
10	KPMG Consulting received an error on a telephone number (TN) Selection/ TN Reservation pre-order sent using the Conversational Telephone Number Reservation (ADI) form.	Closed	Review Complete	<p>10/02/00: Issued</p> <p>10/5/00: Verizon agrees this is an issue and states that a planned 21 October release will fix one type of error mentioned in the Observation. Verizon stated that the second error resulted from incorrect KPMG inputs. KPMG will investigate inputs against documented business rules and report next week.</p> <p>10/12/00: KPMG Consulting confirmed that the second error code was a valid result of incorrect inputs. KPMG Consulting is awaiting the 21 October release to conduct retesting of the first error code issue</p> <p>10/18/00: KPMG Consulting will retest for the first error code and verify following 21 October release.</p> <p>10/26/00: KPMG Consulting retest in progress; additional new troubles encountered while retesting. Working with VZN to resolve.</p> <p>11/2/00: KPMG Consulting is satisfied that the 21 October release fixed issue. Observation is Closed.</p>	NJ Observation Report #10
11	KPMG Consulting is unable to locate a valid Billing Account Number Identifier 1 (BAN1) for a loop service order.	Closed	Review Complete	<p>10/02/00: Issued</p> <p>10/5/00: Verizon analyzing, deferred to 10/12</p> <p>10/12/00: Verizon stated that KPMG had made an unnecessary/incorrect input to the BAN1 field. KPMG Consulting will review the business</p>	<p>NJ Observation Report #11</p> <p>NJ Observation Report #11b</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
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	11b) KPMG Consulting received unexpected "Incorrect Billing Account Number Identifier" (BAN1) errors for UNE-loop service orders.			<p>rules against inputs and respond.</p> <p>10/17/00: KPMG Consulting issued a revised Observation Report (11b).</p> <p>10/18/00: Verizon will review revisions and respond.</p> <p>10/26/00: KPMG Consulting and Verizon agreed that the field should be populated with a "N." However, KPMG Consulting submitted orders with errors (i.e. BANs were included) which were not queried by the TISOC. Verizon stated that reps had fixed the errors without query.</p> <p>11/2/00: KPMG Consulting stated that documentation of rep training on how to handle BAN1 fields was sufficient. Observation is Closed</p>	
12	KPMG Consulting received an incorrect error message in response to a UNE-P order.	Closed	Review Complete	<p>10/02/00: Issued</p> <p>10/5/00: Verizon analyzing, deferred to 10/12</p> <p>10/12/00: Verizon states that the order was queried in error and was a rep error. Verizon stated that training had been carried out to prevent a recurrence. KPMG Consulting requested documentation reflecting training; Verizon agreed to provide.</p> <p>10/18/00: Verizon states that training documentation will soon be made available.</p> <p>10/26/00: KPMG Consulting has received and reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #12
13	Numerous metrics in the New Jersey June and July 2000 Carrier-to-Carrier Reports deviate from the New Jersey Carrier-to-Carrier Guidelines (May 2000), lacking required data and other elements.	Closed	Review Complete	<p>10/02/00: Issued</p> <p>10/5/00: Verizon Metrics team is analyzing, deferred to 10/12</p> <p>10/12/00: Given the detailed nature of the Observation, Verizon has submitted a written response to KPMG Consulting which is currently being examined.</p>	NJ Observation Report #13

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

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				<p>10/18/00: KPMG requested clarification on whether Verizon would reissue June and July reports with corrected metrics (three instances).</p> <p>10/26/00: Verizon stated that PO-1-06 should have been reported in June; PR-2-09 was changed in September (label change); OR-8-01 Verizon does not have the June or July data and cannot provide report Aug. through Oct. data will be NY data because NJ base too low.</p> <p>11/2/00: KPMG Consulted requested clarification of whether the June and July C2C reports would be reissued with corrections to PO-1-06 and why Verizon proposed to use NY data in lieu of reporting the OR-8-01 metric as NA per standard procedures in the case of inadequate data. VZN to investigate and report next week.</p> <p>11/9/00: The NJ C2C Guidelines state on p.44 that Verizon will produce the metric using NY data for August through October, due to limited NJ volume for OR-8-01. Verizon is still checking whether revised June and July C2C reports will be issued. KPMG took this under advisement.</p> <p>11/16/00: Verizon stated that they were unable to recapture the data necessary for re-issuing the June and July reports to correct PO-1-06. KPMG Consulting took this under advisement and will report back.</p> <p>11/22/00: No further activity is possible on this Observation. All issues have been closed except the re-issuance of PO-1-06 for June and July which cannot occur due to Verizon's inability to recapture the necessary data. This Observation is Closed,</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
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14	KPMG Consulting received unexpected error messages in response to correct orders.	Closed	Review Complete	<p>10/02/00: Issued</p> <p>10/05/00: Verizon analyzing, deferred to 10/12</p> <p>10/12/00: Verizon states that the order was queried in error and was a rep error. Verizon stated that training had been carried out to prevent a recurrence. KPMG Consulting requested documentation reflecting training; Verizon agreed to provide.</p> <p>10/18/00: Verizon states that training documentation will soon be made available.</p> <p>10/26/00: KPMG Consulting has received and reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #14
15	Multiple KPMG Consulting Customer Service Record (CSR) pre-order requests received system time out messages in circumstances where they should not have.	Closed	Review Complete	<p>10/06/00: Issued</p> <p>10/12/00: Verizon deferred to 10/19/00</p> <p>10/18/00: Verizon deferred to 10/26/00</p> <p>10/26/00: Verizon stated that a fix was implemented on 10/8. KPMG Consulting will examine for further instances.</p> <p>11/2/00: KPMG Consulting reviewed its data for further instances and found none following the 10/8 fix implementation. Observation is Closed.</p>	NJ Observation Report #15
17	Verizon has not complied with the scheduled publication of the meeting agenda and meeting minutes of Industry Change Control meetings on the Verizon Wholesale Markets web site. The Verizon Wholesale markets web site materials are out of date.	Closed	Review Complete	<p>10/09/00: Issued</p> <p>10/12/00: Verizon deferred to 10/19/00</p> <p>10/18/00: Verizon deferred to 10/26/00</p> <p>10/26/00: Verizon agreed that the requirement had not been met. Verizon stated that those responsible for the updates had been advised of their responsibilities and would provide documentation of additional training etc to KPMG Consulting.</p> <p>11/2/00 Verizon stated they would provide the training documentation.</p> <p>11/9/00: Verizon provided documentation that training</p>	NJ Observation Report #17

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
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				<p>had occurred; KPMG Consulting requested additional documentation as to the contents of that training.</p> <p>11/16/00: Verizon stated that the requested documentation was sent just before call.– KPMG Consulting will review and report back.</p> <p>11/22/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.</p>	
18	KPMG Consulting observed several instances of orders with Due Dates (DD) later than expected.	Closed	Review Complete	<p>10/9/00: Issued</p> <p>10/12/00: Verizon deferred to 10/19/00</p> <p>10/18/00: Verizon cited rep error as the root cause of the problems with two of PONs listed and stated that it was using a different method of calculation which included an additional 72 hours to qualify a loop order for the third.</p> <p>10/26/00: KPMG Consulting concurs that the third PON was not late.</p> <p>11/1/00: This Observation was inadvertently listed as closed on 10/30/00. It remains open pending receipt of training documentation.</p> <p>11/2/00: Verizon stated that they sent the training documentation on 11/2.</p> <p>11/9/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #18
19	<p>KPMG Consulting observed several instances of orders submitted via EDI that did not flow through in accordance with Verizon documentation.</p> <p>19b) Added additional examples</p>	Closed	Review Complete	<p>10/9/00: Issued</p> <p>10/12/00: Verizon deferred to 10/19/00</p> <p>10/18/00: Verizon stated that 3 of the first four PONs listed in table 1 had been delayed by system issues, had been “tweaked” by reps and flowed through from there. Verizon stated that #3 had flowed through as expected. For</p>	<p>NJ Observation Report #19</p> <p>NJ Observation Report #19b</p> <p>NJ Observation</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

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	19c) Added further examples			<p>5&6, Verizon stated that changes to auxiliary numbers should flow through. The numbers involved were auxiliary numbers, not primary numbers, and should have flowed through and did so. KPMG Consulting will investigate and respond on 10/26/00.</p> <p>10/20/00: KPMG Consulting issued a revised version that included examples of additional PON scenarios which did not flow through as expected.</p> <p>10/26/00: KPMG Consulting stated that all information available indicated that PON #3 had not flowed through and will provide additional data to Verizon. KPMG Consulting took all other explanations under advisement.</p> <p>10/30/00: KPMG Consulting forwarded additional details regarding PON #3 to Verizon.</p> <p>11/2/00: Verizon explained that the scenarios which KPMG Consulting did not expect to flow through but which did should actually have done so as they relate to migrating auxiliary lines. KPMG Consulting provided examples of documentation and stated that the documentation was unclear on this issue. KPMG Consulting disagreed with Verizon's response on PON #6, and agreed with Verizon's response on #7. KPMG's further research into the 2 PONs that KPMG did not expect to flow through but did (5&6) showed that Verizon's documentation stated that these PONs should not have flowed through. VZN to review and report back.</p> <p>11/2/00: KPMG Consulting issued a revised version that included further examples of PON scenarios</p>	Report #19c

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

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				<p>which did not flow through as expected.</p> <p>11/9/00: Verizon agreed that the reported flow through indicator on PON #3 was incorrect and is investigating the reason for this error. PONs 14&16 are under investigation by Verizon. VZN stated that PONs 10-13 & 15 had not flowed through due to unspecified system errors. These PONs will now be addressed in the context of Exception #5.</p> <p>11/16/00: Verizon reported that PONs 3,14, and 16 were all related to unspecified system errors. These PONs will now be addressed in the context of Exception #5.</p> <p>11/17/00: KPMG Consulting issued a revised version of Exception #5. All additional active PONs,# 14 & 16 identified as impacted by system errors, have been moved to Exception #5. This Observation is Closed.</p>	
20	<p>KPMG Consulting observed several instances where Provisioning Completion Messages (PCMs) and Billing Completion Messages (BCMs) were received after expected time frames.</p> <p>20b) Added additional examples</p>	Closed	Review Complete	<p>10/9/00: Issued</p> <p>10/12/00: Verizon deferred to 10/19/00</p> <p>10/18/00: Verizon stated that the PCM's listed were on time based on the criteria in OR-4-04, measuring the due date from SOP completion. Verizon agreed that the BCM's listed were late and cited an unspecified system error for PON #5 and CRIS error for PON #6. KPMG Consulting is investigating.</p> <p>10/26/00: KPMG Consulting concurs that, using the OR-4-04 standard, the PCMs cited were not late. The PCM issue is now closed. KPMG Consulting has identified additional instances of late BCM's and will provide additional examples to Verizon. OR4-02 is the metric not</p>	<p>NJ Observation Report #20</p> <p>NJ Observation Report #20b</p> <p>NJ Exception Report #16</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

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	INACTIVE OBSERVATIONS				
				<p>met.</p> <p>11/2/00: Verizon stated that these had been received within three business days and should not be considered late. KPMG Consulting will check whether this standard has been met.</p> <p>11/9/00: Verizon agreed that the BCMs were late according to the OR-4-02 metric and will investigate. OR4-02 is the applicable metric because CLECs have knowledge of when the bill completion occurred.</p> <p>11/16/00: KPMG Consulting will review the volume statistics of late BCMs and determine if this exceeds the allowable metrics.</p> <p>11/22/00: KPMG Consulting reviewed available BCM data and determined that Verizon's performance is close to failing the 95% on-time performance standard. KPMG Consulting will continue analysis, keeping the Observation open during this process.</p> <p>11/30/00: No Change.</p> <p>12/7/00: No Change.</p> <p>12/14/00: No Change.</p> <p>12/21/00: No Change.</p> <p>12/28/00: No Change.</p> <p>1/4/01: No Change.</p> <p>1/11/01: KPMG Consulting identified the performance metric as 97% vice 95%. Therefore, Verizon is failing to meet the standard. This Observation is closed and reissued as Exception Report #16.</p>	
21	KPMG Consulting has observed inconsistent Daily Usage File (DUF) record types for ten (10) operator completed local telephone calls.	Closed	Review Complete	<p>10/16/00: Issued</p> <p>10/18/00: Verizon agreed with KPMG Consulting's assessment of the errors and stated that a fix would be implemented on 10/23/00. KPMG</p>	NJ Observation Report #21

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>Consulting will retest.</p> <p>10/26/00: Discussion on hold pending retest by KPMG Consulting.</p> <p>11/2/00: Discussion remains suspended.</p> <p>11/9/00: Discussion remains suspended.</p> <p>11/16/00: Discussion remains suspended.</p> <p>11/22/00: Discussion remains suspended.</p> <p>11/30/00: Discussion remains suspended.</p> <p>12/7/00: Discussion remains suspended.</p> <p>12/14/00: Discussion remains suspended.</p> <p>12/21/00: Discussion remains suspended.</p> <p>12/28/00: Retest conducted and KPMG Consulting begun analysis of data.</p> <p>1/4/01: KPMG Consulting's retest showed no further examples of this issue. This Observation is Closed.</p>	
22	KPMG Consulting has observed inconsistent Daily Usage File (DUF) record types for twenty (20) Operator verification/interruption of local telephone calls.	Closed	Review Complete	<p>10/16/00: Issued</p> <p>10/18/00: Verizon agreed with KPMG Consulting's assessment of the errors and stated that they had also discovered the problem and implemented a fix on 10/11/00. KPMG Consulting will retest.</p> <p>10/26/00: Discussion on hold pending retest by KPMG Consulting.</p> <p>11/2/00: Discussion remains suspended</p> <p>11/9/00: Discussion remains suspended.</p> <p>11/16/00: Discussion remains suspended.</p> <p>11/22/00: Discussion remains suspended.</p> <p>11/30/00: Discussion remains suspended.</p> <p>12/7/00: Discussion remains suspended.</p> <p>12/14/00: Discussion remains suspended.</p> <p>12/21/00: Discussion remains suspended.</p> <p>12/28/00: Retest conducted and KPMG Consulting begun analysis of data.</p>	NJ Observation Report #22

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				1/4/01: KPMG Consulting's retest showed no further examples of this issue. This Observation is Closed.	
23	Verizon-New Jersey (Verizon-NJ) uses different algorithms to calculate the PR-1-02 and PR-2-02 Complex Services 2 Wire Digital and 2 Wire xDSL metrics at the state and sub-state geographic areas.	Closed	Review Complete	10/16/00: Issued 10/18/00: Verizon deferred to 10/26/00 10/26/00: Under analysis by Verizon. 11/2/00: Under analysis by Verizon. 11/9/00: KPMG Consulting received a revised C2C report in which correct, matching, algorithms were used to calculate this metric. This Observation is Closed.	NJ Observation Report #23
24	KPMG Consulting received unexpected service address errors on multiple service order requests.	Closed	Review Complete	10/17/00: Issued 10/18/00: Verizon stated that the error messages resulted from input errors, specifically that apartment identifiers or other such suffixes were required for the address in question. 10/26/00: KPMG Consulting concurs that the third PON error resulted from input error. Verizon is investigating the other three which KPMG Consulting verified were input according to the business rules. 11/2/00: Under analysis by Verizon. 11/9/00: Under analysis by Verizon. 11/16/00: Verizon identified problems with the orders submitted and either made necessary changes to avoid future errors or instructed KPMG on proper completion of required forms. KPMG Consulting will make the necessary changes and resubmit the orders (#1, 2 and 4). 11/22/00: KPMG Consulting resubmitted the necessary orders and found that while some went through, those with apartment numbers continued to be problematic. KPMG will send sample PONs. Verizon will investigate and	NJ Observation Report #24

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>report back.</p> <p>11/30/00: Verizon reported that they had tracked the problem to a “back-end” system issue and were working to identify the problem. Verizon will provide a date for implementation of a permanent fix.</p> <p>12/7/00: Verizon stated that they believed the errors were due to KPMG Consulting’s failure to populate the “Service Address Thoroughfare” with “St.” KPMG Consulting cited Verizon Order Business rules that prohibit this in the these order circumstances. Verizon will investigate and report back.</p> <p>12/14/00: Verizon stated that both system changes and modifications to the Order Business Rules would be necessary to address this problem. Verizon will provide a date for implementing these changes.</p> <p>12/21/00: Verizon stated that the system changes would be implemented in a 12/23/00 release and the change to the Order Business Rules would be made via the standard industry change control process.</p> <p>12/28/00: Verizon to provide a date for the Order Business Rule update. KPMG Consulting resubmitting orders based upon the Change Control Notice received.</p> <p>1/4/01: KPMG Consulting received Bulletin #1867 outlining the change to be made in the next Order Business Rules release. The fix appears to be functioning properly. However, there appears to be documentation inconsistencies with the EU form and DL portion. VZN will verify and amend. KPMG will monitor this</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>issue and continue to resubmit orders.</p> <p>1/11/01: KPMG Consulting stated that orders had been resubmitted and received LSRs; awaiting receipt of PCMs and BCMs. In addition, KPMG Consulting stated that the documentation inconsistencies identified on 1/4/01 were correct and not an issue. Separately, KPMG Consulting raised the following issues: both the SATH and LATH fields are "Optional" fields indicating that the field does not need an entry. We have submitted orders following the Business Rule and not entered the thoroughfare and received "Service Mismatch Error" as an Error to the order. The field likely should be "Conditional" and should state "required when SASN field is populated."</p> <p>1/19/01: KPMG Consulting stated that all the orders had processed correctly and reiterated the above suggestions regarding fields. Verizon will examine this issue and report next week. The NJ BPU requested feedback from CLECs on this issue as well.</p> <p>1/25/01: Worldcom and later AT&T reported that they had no problem with the fields as currently labeled (optional). The NJ BPU suggested an additional week for CLEC feedback. Verizon stated that these field types and labels had been negotiated with the CLECs in advance and that they saw no reason to make modifications. KPMG Consulting will take this under advisement and report back next week.</p> <p>2/1/01: Since CLECs have indicated there are no</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				problems with the current field types and labels and with the concurrence of the NJ BPU, this Observation is Closed.	
25	Access Service Requests (ASRs) submitted by KPMG Consulting were assigned Due Dates by Verizon without negotiation.	Closed	Review Complete	<p>10/24/00: Issued</p> <p>10/26/00: Under analysis by Verizon.</p> <p>11/2/00: Verizon stated that “Negotiation” meant Verizon establishing internal capabilities and timelines and then providing Due Dates to the CLEC – NOT negotiating the Due Dates with the CLEC itself. KPMG Consulting took this response under advisement.</p> <p>11/9/00: KPMG Consulting agrees with Verizon’s interpretation that “negotiation” means internal Verizon planning and not Verizon-CLEC negotiation. KPMG proposed to close this Observation. The NJ BPU requested the Observation remain open, pending a revision to the “negotiation” text in question to provide clarity as to where the negotiation occurs and who the relevant parties are.</p> <p>11/16/00: Verizon stated that the necessary revisions would be posted on the Web by December 1st. KPMG Consulting will monitor and verify.</p> <p>11/22/00: No change.</p> <p>11/30/00: KPMG Consulting reviewed the web site update and found typographical errors in the UNE portion. Verizon will correct and reissue.</p> <p>12/7/00: KPMG Consulting reviewed the web site update and found no remaining issues. This Observation is Closed.</p>	NJ Observation Report #25
26	KPMG Consulting received an unexpected error message in response to an order to convert service from	Closed	Review Complete	<p>10/24/00: Issued</p> <p>10/26/00: Under analysis by Verizon.</p> <p>11/2/00: Verizon stated that a Service Rep queried this</p>	NJ Observation Report #26

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
INACTIVE OBSERVATIONS					
	UNE-Platform LSP to a UNE-Loop LSP.			PON in error and had received training as a result. VZN agreed to provide the training documentation. KPMG Consulting will review. 11/9/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.	
27	KPMG Consulting received unexpected error messages when following Verizon documentation for orders to install the IdentaRing feature on UNE-P accounts.	Closed	Review Complete	10/24/00: Issued 10/26/00: Verizon stated that the error messages resulted from rep error. KPMG Consulting received a bulletin from Verizon indicating retraining had taken place. Verizon also stated that the related web site documentation had been updated on October 3 rd . KPMG noted that this covered resale, not the UNE-P issue cited here. Verizon will update web site to include UNE-P related information. 11/2/00: Verizon stated that the web site would be updated on 11/10/00 to reflect UNE-P information as well. KPMG Consulting will monitor and verify. 11/9/00: No Change 11/16/00: KPMG Consulting reported that the web site was reviewed and the necessary changes were observed. This Observation is Closed.	NJ Observation Report #27
28	KPMG Consulting has not received Daily Usage File (DUF) records for 8% of calls placed on Resale lines and 18% of calls placed on UNE-P lines. 28b) Added examples	Closed	Review Complete	10/26/00: Issued 11/2/00: For the first Issue, Verizon stated that in some instances the OCN was incorrectly generated, preventing the DUF system from properly processing them. The second issue remains under analysis. 11/6/00: KPMG Consulting issued a revised version including examples. 11/9/00: Under analysis by Verizon.	NJ Observation Report #28 NJ Observation Report #28b

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>11/16/00: Resale portion under analysis by Verizon. UNE-P portion will be retested.</p> <p>11/22/00: KPMG Consulting's initial analysis may result in closing the resale portion and will provide additional information next week. The UNE-P portion will be retested.</p> <p>11/30/00: KPMG Consulting closed the resale portion of this Observation. The UNE-P portion remains open pending DUF retest. Discussion is suspended until DUF retest and analysis is complete.</p> <p>12/7/00: Discussion remains suspended.</p> <p>12/14/00: Discussion remains suspended.</p> <p>12/21/00: Discussion remains suspended.</p> <p>12/28/00: Retest conducted and KPMG Consulting begun analysis of data.</p> <p>1/4/01: No Change.</p> <p>1/11/01: KPMG Consulting continues its analysis of the retest data and has noted roughly 89% of the records have matched thus far .</p> <p>1/19/01: Retest data analysis resulted in a 96% match rate, satisfying metrics requirements. This Observation is Closed.</p>	
29	KPMG Consulting submitted different instances of the same Local Service Request Order and received inconsistent flow-through results.	Closed	Review Complete	<p>11/1/00: Issued</p> <p>11/2/00: Not discussed</p> <p>11/9/00: Verizon stated several reasons that the orders would not have flowed through including bad phone numbers, differences in service levels requested and phone numbers between GUI and EDI submissions. KPMG Consulting will review and report back next week.</p> <p>11/16/00: KPMG agreed with Verizon's research. This Observation is Closed</p>	NJ Observation Report #29
30	KPMG Consulting received	Closed	Review	11/6/00: Issued	NJ Observation

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	inconsistent responses to loop service orders.		Complete	<p>11/9/00: Not discussed</p> <p>11/16/00: Verizon stated rep error was the cause. VZN implemented training and process reviews to prevent a recurrence. Verizon will provide KPMG Consulting with the documentation used in the training.</p> <p>11/22/00: Verizon stated that the training documentation is being gathered. KPMG Consulting will review upon receipt.</p> <p>11/30/00: Verizon stated that the training documentation would be provided by COB. KPMG Consulting will review upon receipt.</p> <p>12/7/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.</p>	Report #30
31	<p>KPMG Consulting has received incorrect Daily Usage File (DUF) records for Long Duration Calls.</p> <p>31b) Contains data from DUF retest.</p>	Closed	Review Complete	<p>11/13/00: Issued</p> <p>11/16/00: Verizon agrees that these files were incorrect and stated that a fix had been implemented on November 3rd. KPMG Consulting will retest. Discussion on hold pending retest by KPMG Consulting.</p> <p>11/22/00: Discussion on hold pending retest by KPMG Consulting.</p> <p>11/30/00: Discussion remains suspended.</p> <p>12/7/00: Discussion remains suspended.</p> <p>12/14/00: Discussion remains suspended.</p> <p>12/21/00: Discussion remains suspended.</p> <p>12/28/00: Retest conducted. Analysis under way but KPMG Consulting believes the problem still remains. Observation will be updated with retest data.</p> <p>1/4/01: KPMG Consulting will issue an updated Observation with the new test data by 1/5/00. Possible retest required.</p>	<p>NJ Observation Report #31</p> <p>NJ Observation Report #31b</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>1/5/01: KPMG Consulting issued a revised version of this Observation.</p> <p>1/11/01: Under analysis by Verizon.</p> <p>1/11/01: Under analysis by Verizon.</p> <p>1/25/01: After discussions with Verizon, KPMG Consulting has determined that the indicator in question, while not accurate, does not affect the actual accuracy of the bill itself. In addition, given a mismatch of standards, this indicator would be exceedingly difficult to correct with little to be gained. Therefore, this issue is considered resolved and the Observation is Closed.</p>	
32	Verizon-New Jersey applied incorrect rates to Operator Handled toll calls.	Closed	Review Complete	<p>11/13/00: Issued</p> <p>11/16/00: Verizon stated that according to their records, calls 1-8 in the table were local, not toll calls. KPMG Consulting will investigate the data available and report back.</p> <p>11/22/00: Under analysis by KPMG Consulting.</p> <p>11/30/00: KPMG Consulting will conduct a DUF retest and is keeping this Observation open pending the results of test analysis. Discussion is suspended until this analysis is complete.</p> <p>12/7/00: Discussion remains suspended.</p> <p>12/14/00: Discussion remains suspended.</p> <p>12/21/00: Discussion remains suspended.</p> <p>12/28/00: Discussion remains suspended. Waiting for December bills to be delivered.</p> <p>1/4/01: KPMG Consulting has received the necessary bills - analysis is underway.</p> <p>1/11/01: KPMG Consulting's analysis on the most recent test data as well as clarifying information provided by Verizon indicates that this issue has been resolved. This Observation is</p>	NJ Observation Report #32

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				Closed.	
33	<p>Unbundled Port Usage quantities were incorrectly applied and billed to the KPMG Consulting CLEC.</p> <p>33b) Additional information</p>	Closed	Review Complete	<p>11/13/00: Issued</p> <p>11/16/00: Under analysis by Verizon.</p> <p>11/22/00: Verizon stated that in some instances the OCN was incorrectly generated, preventing the DUF system from properly processing them. KPMG Consulting will investigate and report back.</p> <p>11/30/00: KPMG Consulting will conduct a DUF retest and is keeping this Observation open pending the results of test analysis. Discussion is suspended until this analysis is complete.</p> <p>12/7/00: Discussion remains suspended.</p> <p>12/14/00: Discussion remains suspended.</p> <p>12/21/00: Discussion remains suspended.</p> <p>12/28/00: Discussion remains suspended. Waiting for bills to be delivered.</p> <p>1/4/01: KPMG Consulting has received the necessary bills -analysis is underway.</p> <p>1/11/01: KPMG Consulting continues its analysis – initial results are looking positive.</p> <p>1/19/01: No change.</p> <p>1/25/01: KPMG Consulting is attempting to locate certain necessary CRIS bills in order to finalize its analysis.</p> <p>2/1/01: KPMG Consulting continues its analysis and efforts to locate four final invoices necessary to complete the process.</p> <p>2/8/01: No change. Verizon stated bills should be available with Jan. bills.</p> <p>2/15/01: KPMG Consulting has received the necessary CRIS bills and identified issues with two TNs: 856-810-4360 and 856-857-2265. KPMG Consulting will provide an updated</p>	<p>NJ Observation Report #33</p> <p>NJ Observation Report #33b</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>Observation.</p> <p>2/20/01: KPMG Consulting issued a revised Observation.</p> <p>2/22/01: Under analysis by Verizon.</p> <p>3/1/01: Verizon will provide a written explanation of their findings with the 2 PONs in question.</p> <p>3/8/01: KPMG Consulting stated that the remaining issue appeared to involve an anomaly in timing and therefore this will not be retested. This Observation is Closed.</p>	
34	KPMG Consulting received unexpected errors when submitting Loop Migration orders.	Closed	Review Complete	<p>11/13/00: Issued</p> <p>11/16/00: Verizon stated rep error was the cause. VZN implemented training and process reviews to prevent a recurrence. Verizon will provide KPMG Consulting with the training documentation used.</p> <p>11/22/00: Verizon stated that the training documentation is being gathered. KPMG Consulting will review upon receipt.</p> <p>11/30/00: KPMG Consulting received the training documentation from Verizon and will review.</p> <p>12/7/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #34
35	KPMG Consulting received an unexpected error on a CLEC UNE residential customer order for 2-wire HDSL loop.	Closed	Review Complete	<p>11/13/00: Issued</p> <p>11/16/00: Verizon stated rep error was the cause. VZN implemented training and process reviews to prevent a recurrence. Verizon will provide KPMG Consulting with the training documentation used.</p> <p>11/22/00: Verizon stated that the training documentation is being gathered. KPMG Consulting will review upon receipt.</p> <p>11/30/00: KPMG Consulting received and reviewed the</p>	NJ Observation Report #35

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				training documentation. This Observation is Closed.	
36	KPMG Consulting received unexpected errors when submitting orders to migrate 2-line residential Verizon-NJ customers to CLEC UNE-P.	Closed	Review Complete	<p>11/15/00: Issued</p> <p>11/16/00: Under analysis by Verizon.</p> <p>11/22/00: Verizon stated rep error was partly the cause. VZN implemented training and process reviews to prevent a recurrence. Verizon will provide KPMG Consulting with the documentation used in the training. KPMG Consulting will review upon receipt. VZN still investigating the remainder of the issue.</p> <p>11/30/00: Verizon stated that the PONs in question were incorrectly processed and that the BTT1x service was not available in New Jersey. Verizon also stated that this information should be available in the published tariffs. KPMG Consulting will investigate and report back.</p> <p>12/7/00: KPMG Consulting continues to investigate.</p> <p>12/14/00: KPMG Consulting concurred with Verizon's 11/30/00 response that this calling plan was not available in New Jersey.</p>	NJ Observation Report #36
37	KPMG Consulting received unexpected errors when submitting orders to disconnect UNE-EEL 2-line customers.K	Closed	Review Complete	<p>11/15/00: Issued</p> <p>11/16/00: Under analysis by Verizon.</p> <p>11/22/00: Under analysis by Verizon.</p> <p>11/30/00: Verizon stated they believe the error message was correct, but the LSR was also correct. They are investigating a potential systems issue.</p> <p>12/7/00: Verizon identified a problem with the test bed itself. KPMG Consulting agrees that Verizon systems and processes functioned properly. This Observation is Closed.</p>	NJ Observation Report #37

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
INACTIVE OBSERVATIONS					
38	KPMG Consulting received unexpected errors on orders to restore service for a CLEC UNE-P 1-line residential customer.	Closed	Review Complete	<p>11/17/00: Issued</p> <p>11/22/00: Verizon agreed that these errors were incorrect and stated that rep error was the cause. VZN implemented training and process reviews to prevent a recurrence. Verizon will provide KPMG Consulting with the documentation used in the training. KPMG Consulting will review upon receipt.</p> <p>11/30/00: In addition to the rep error discussed the previous week, Verizon stated that the accounts in question had not been suspended, and therefore could not be restored to service. KPMG Consulting will investigate and report back.</p> <p>12/7/00: KPMG received information from Verizon reps that the line status was shown as suspended. Verizon will investigate and report back.</p> <p>12/14/00: Verizon research indicated that the account was in fact suspended and the order was queried in error. Verizon working with TISOC & will provide training documentation. KPMG Consulting to resubmit the order as necessary.</p> <p>12/21/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #38
39	KPMG Consulting received unexpected errors when following Verizon documentation to migrate Verizon-NJ ISDN customers to CLEC resale.	Closed	Review Complete	<p>11/17/00: Issued</p> <p>11/22/00: Under analysis by Verizon.</p> <p>11/30/00: Verizon stated that these orders had been queried in error. A bulletin had been overlooked by TISOC management but was now correctly distributed. KPMG Consulting will review the documentation.</p> <p>12/7/00: KPMG Consulting received and reviewed the</p>	NJ Observation Report #39

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				documentation. This Observation is Closed.	
40	Verizon-NJ (VZN-NJ) improperly handled the end-to-end maintenance and repair process for DS1 type circuits in New Jersey.	Closed	Review Complete	<p>11/20/00: Issued</p> <p>11/22/00: Under analysis by Verizon.</p> <p>11/30/00: Verizon stated that confusion had resulted in the handling of these trouble tickets due to the lack of CSUs. Verizon believes that two were properly handled based on this issue and two were subject to minor (essentially clerical) errors which resulted in the improper closure of one ticket (#203) which was correctly replaced by a backdated trouble ticket (#210). A remark which should have gone on ticket #203 was inadvertently placed on #204. KPMG Consulting will conduct further analysis of Verizon's response.</p> <p>12/7/00: KPMG Consulting is providing a written response to Verizon on these issues. A key element is that in all circumstances, these lines were provisioned with "smart jacks" which remove any necessity for CSUs to be in place for Verizon to handle the faults in question.</p> <p>12/14/00: Verizon stated that the issue of "smart jacks" was a test bed issue. KPMG Consulting will investigate and prepare for a retest.</p> <p>12/21/00: Following Verizon and KPMG Consulting communications, Verizon stated that this issue was under review and they would issue a written reply by 12/22/00.</p> <p>12/28/00: Verizon issued revised written response. Under</p>	<p>NJ Observation Report #40</p> <p>Verizon Response to NJ Observation Report #40</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>review by KPMG Consulting.</p> <p>1/4/01: KPMG Consulting requesting additional information from Verizon. Analysis continues.</p> <p>1/11/01: KPMG Consulting continues its analysis. Retest options are under consideration at KPMG Consulting.</p> <p>1/19/01: No change.</p> <p>1/25/01: KPMG Consulting will conduct a retest.</p> <p>2/1/01: KPMG Consulting is in the progress of retesting these issues in conjunction with Observation #70.</p> <p>2/8/01: KPMG Consulting's retest is complete and analysis of the results is under way. Currently, the results look positive. Additional documentation has been requested.</p> <p>2/9/01: KPMG Consulting received the requested documentation from Verizon – under analysis.</p> <p>2/15/01: KPMG Consulting continues its analysis.</p> <p>2/22/01: KPMG Consulting received the requested documentation which is under review and continues its analysis.</p> <p>3/1/01: KPMG Consulting completed its analysis of retest data and the documentation received and found no additional issues. This Observation is closed.</p>	
41	Numerous metrics in the New Jersey June, July, August and September 2000 Carrier-to-Carrier Reports deviate from the New Jersey Carrier-to-Carrier Guidelines (May 2000), lacking required data and other elements.	Closed	Review Complete	<p>11/21/00: Issued</p> <p>11/22/00: Under analysis by Verizon.</p> <p>11/30/00: Under analysis by Verizon.</p> <p>12/7/00: Under analysis by Verizon.</p> <p>12/14/00: Under analysis by Verizon.</p> <p>12/21/00: KPMG Consulting received Verizon's written response and has issued its own in turn. KPMG Consulting asked whether the June, July, and August reports would be reissued for</p>	NJ Observation Report #41

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>numerous metrics that had been incorrectly reported. See written reply for further details.</p> <p>12/28/00: Under review by Verizon.</p> <p>1/4/01: Under review by Verizon.</p> <p>1/11/01: Verizon will reissue the reports in question, but has not provided a date when this will occur. Verizon continues to analyze other issues.</p> <p>1/19/01: For clarity, KPMG Consulting reiterated the outstanding questions remaining in addition to requesting a date when Verizon will reissue the reports in question. NP-1-02: The September 2000 CLEC Aggregate C2C report KPMG received was not populated with Common and Dedicated Trunk values. VZN says what they sent was correctly populated – Verizon will investigate. PO-8-01, PO-8-02: VZN stated they had initiated the process to develop these metrics but haven't given us an anticipated report date. PO-4-01, PO-4-02, PO-4-03: KPMG's interpretation of the guidelines is that metrics for change management notices and change management confirmations should be reported separately. VZN response is that they should be combined. We have asked VZN to explain what a combined metric would measure and what standard would be applied since a) these are two distinct activities, and 2) the guidelines specify a different standard for each activity.</p> <p>1/25/01: KPMG Consulting stated that the November report received had broken out PO-4-01, PO-4-02, PO-4-03 as they believed necessary and had sent a version of their report back Verizon</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>to verify that KPMG Consulting was in receipt of the most recent version. Verizon will verify the breakout is appropriate and will be provided going forward; if yes, this item will be resolved. Verizon stated that the other issues remained under analysis.</p> <p>2/1/01: Verizon has under analysis.</p> <p>2/8/01: Verizon stated that the June through September C2C reports would be reissued with corrections, but gave no date for accomplishing this. Verizon also stated that the final version of the September report had NP-1-02 populated correctly – they will ensure KPMG Consulting has received the most recent version. The issue involving the PO-8-01 and 02 metrics will be addressed when Verizon responds to Exception #13. Verizon disagreed with KPMG Consulting’s assessment that PO-4-01, PO-4-02, PO-4-03 should not be combined. Verizon stated that the C2C guidelines allow for this and set a 95% standard. KPMG Consulting will review and report back next week.</p> <p>2/15/01: Verizon stated that the Aggregated C2C report would be reissued on February 28th, and the KPMG Consulting specific CLEC report would be reissued on March 6th. Verizon still working through last issue.</p> <p>2/22/01: KPMG Consulting is satisfied with Verizon’s response regarding the PO-4-01, PO-4-02, PO-4-03 – this issue is closed. KPMG Consulting will review the Aggregated C2C report due February 26th.</p> <p>3/1/01: KPMG Consulting received the report which is</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				under analysis. 3/8/01: KPMG Consulting completed its review and found no issues. This Observation is Closed.	
42	KPMG Consulting received unexpected order responses when following Verizon documentation for a supplemental order to cancel the original order.	Closed	Review Complete	<p>11/21/00: Issued</p> <p>11/22/00: Under analysis by Verizon.</p> <p>11/30/00: Verizon cited possible rep error as the root cause. Verizon will supply the relevant training documentation.</p> <p>12/7/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.</p> <p>12/14/00: KPMG Consulting re-opened this Observation based on continuing to encounter this issue despite additional training of Verizon reps. KPMG Consulting supplied additional examples to Verizon.</p> <p>12/21/00: Under analysis by Verizon. Verizon stated there may be a system problem and will respond next call</p> <p>12/28/00: No change.</p> <p>1/4/01: No change.</p> <p>1/11/01: This Observation will be combined with Observation #64 which will then be closed.</p> <p>1/12/01: KPMG Consulting issued the revised version incorporating Observation #64. Under analysis by Verizon.</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: Verizon stated that a rep had used a dated procedure which had required manual intervention in a process that has since been automated. This intervention resulted in the unexpected response. Verizon stated that the rep had been retrained and will provide documentation of this training to KPMG</p>	<p>NJ Observation Report #42</p> <p>NJ Observation Report #42b</p>

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>Consulting. KPMG Consulting will retest.</p> <p>2/1/01: KPMG Consulting is retesting the issues covered here in conjunction with those covered in Observation #51. Verizon will provide documentation of the training previously mentioned.</p> <p>2/8/01: KPMG Consulting received the training documentation from Verizon and is reviewing it. The retest continues.</p> <p>2/15/01: KPMG Consulting has submitted orders and is awaiting PCMs and BCMs.</p> <p>2/22/01: KPMG Consulting stated that one LSRLR was received instead of an expected cancellation. Verizon stated that an additional rep error had occurred and would provide the training documentation. KPMG Consulting will retest.</p> <p>3/1/01: KPMG Consulting completed its retest without further incidents of this issue and requested documentation of rep training.</p> <p>3/8/01: Verizon provided the training documentation which was reviewed. This Observation is Closed.</p>	
43	KPMG Consulting observed that Verizon-NJ is unable to perform CLEC to CLEC loop migrations.	Closed	Review Complete	<p>11/27/00: Issued</p> <p>11/30/00: Verizon agreed that this was correct and stated that they were in discussions with CLECs and industry to establish and validate procedures. Verizon to provide documentation to that effect.</p> <p>12/7/00: Verizon agreed to provide the documentation by COB 12/8/00</p> <p>12/14/00: Verizon provided the above referenced documentation which was reviewed by KPMG Consulting. This Observation is Closed.</p>	NJ Observation Report #43
44	KPMG Consulting has identified	Closed	Review	11/28/00: Issued	NJ Observation

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	discrepancies in the "completion date" field used by Verizon-New Jersey (VZN-NJ) to calculate Network Performance Metrics NP-2-02 through NP-2-08.		Complete	<p>11/30/00: Under analysis by Verizon.</p> <p>12/7/00: Verizon stated that a new process was implemented on 10/1/00 to care for this issue. In addition, Verizon stated that once the arrangement for the collocated space is complete, a note is placed in the database and the clock is stopped. The order is not completed until the CLEC has accepted the arrangement. If at the acceptance meeting the CLEC does not accept the arrangement, Verizon restarts the clock and takes the miss. The change control will be implemented for November data. KPMG Consulting will review and report back next week.</p> <p>2/14/00: KPMG Consulting received additional data from Verizon and is expecting to retest this issue with the November data to be delivered 26 December. Discussion is suspended pending results of the retest.</p> <p>12/21/00: Discussion remains suspended.</p> <p>12/28/00: KPMG Consulting reviewing Nov. data.</p> <p>1/4/01: No change.</p> <p>1/11/01: KPMG Consulting provided update to Verizon. Verizon reviewing.</p> <p>1/19/01: The discrepancies have been resolved and this Observation is Closed.</p>	Report #44
45	Unbundled Switching & Transport Usage quantities and rates were incorrectly applied and billed to the KPMG Consulting CLEC.	Closed	Review Complete	<p>12/04/00: Issued</p> <p>12/7/00: Under analysis by Verizon.</p> <p>12/14/00: Verizon stated that a written response would be forthcoming.</p> <p>12/21/00: KPMG Consulting has received Verizon's response which is currently under review.</p> <p>12/28/00: Discussion remains suspended. Waiting for Dec. bills to be delivered.</p>	NJ Observation Report #45

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>1/4/01: KPMG Consulting has received the necessary bills -analysis is underway.</p> <p>1/11/01: No change.</p> <p>1/19/01: KPMG Consulting is still missing 1 CABS bill which is needed to complete analysis and determine a disposition of this observation.</p> <p>1/25/01: KPMG Consulting has received the last necessary bills and they are under analysis.</p> <p>2/1/01: KPMG Consulting has identified an issue with a TN (609/404-2830) originating in the Absecon central office and has requested Verizon to provide additional information on the problem.</p> <p>2/8/01: Verizon stated that an industry letter dated December 19th, 2000 indicated that the examples rather than the text associated with rounding rules should be used and that this would clear up the rounding errors. Additional calls which appeared were from calls made outside the test time frame, but appeared correctly within the bill cycle. The remainder of the issues resulted from an anomalous "Post Completion Discrepancy" (PCD) which caused information to appear in the DUF records, but not the CABS bills. Verizon noted that the CLECs would be able to bill their customers, but that Verizon would have under billed the CLEC as a result of this error.</p> <p>2/15/01: KPMG Consulting applied the rounding rules supplied by Verizon and located the call records in question successfully, clearing those issues. The issues resulting from the PCD are deemed anomalous and believed to be an extremely rare occurrence. Therefore,</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				this Observation is Closed.	
46	KPMG Consulting has received an unexpected error response, "Invalid Request- Cannot Combine Platform POTS and Platform ISDN," from Verizon-NJ on an order submitted via GUI.	Closed	Review Complete	<p>12/04/00: Issued</p> <p>12/7/00: Verizon responded that this is not a supported or defined transaction and that there is no identified demand for this transaction. The transaction could possibly be accomplished by disconnecting service and reconnecting as ISDN (not coordinated by Verizon). Should CLECs desire this functionality, they can submit a request to change control and prioritize it as they see fit.</p> <p>12/14/00: KPMG Consulting noted that these transactions had successfully processed through New Jersey CTE and both CTE and Production in the Pennsylvania test. Verizon will report on numbers (wholesale and retail) of ISDN lines in service - per BPU request.</p> <p>12/21/00: KPMG Consulting will review whether or not this is a test bed related issue. Verizon restated its previous position. KPMG Consulting raised the question of why an order would pass in CTE and not production – and if not, where was the information that would inform a CLEC of this?</p> <p>12/28/00: KPMG Consulting researching test bed concern. Verizon stated CTE does not extend into provisioning systems. Verizon could handle request by disconnecting current service and then reconnecting new service requested.</p> <p>1/4/01: KPMG Consulting continues researching test bed concern.</p> <p>1/11/01: KPMG Consulting stated that this issue was covered by the MTP and that the orders would</p>	NJ Observation Report #46

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
INACTIVE OBSERVATIONS					
				<p>be resubmitted.</p> <p>1/19/01: KPMG Consulting resubmitted the orders in question; LSRs received, waiting for PCMs/BCMs.</p> <p>1/25/01: The resubmitted orders have completed without problems. This Observation is Closed.</p>	
47	KPMG Consulting received unexpected error responses when adding features to existing customer lines.	Closed	Review Complete	<p>12/07/00: Issued</p> <p>12/14/00: Verizon agreed with KPMG Consulting's finding and stated that an EDI mapping fix was necessary. The current date for implementing this change is in March of 2001. Verizon is working to advance this date.</p> <p>12/21/00: Verizon stated that the date for the mapping fix had been advanced to 1/20/01.</p> <p>12/28/00: Discussion suspended until fix implemented.</p> <p>1/4/01: No change.</p> <p>1/11/01: No change.</p> <p>1/19/01: No change.</p> <p>1/25/01: KPMG Consulting resubmitted the orders in question which appear to be processing correctly – awaiting PCM for one order and PCM/BCM for another.</p> <p>2/1/01: The orders in question have now processed correctly with receipt of PCMs and BCMS. This Observation is Closed.</p>	NJ Observation Report #47
48	KPMG Consulting received unexpected responses on post migration orders.	Closed	Review Complete	<p>12/07/00: Issued</p> <p>12/13/00: Verizon provided documentation that stated rep error was the cause and that additional training had been implemented. VZN supplied this training documentation.</p> <p>12/14/00: KPMG Consulting reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #48
49	During the Provisioning Verification of High Capacity DS1 circuits, KPMG	Closed	Review Complete	<p>12/07/00: Issued</p> <p>12/14/00: Under analysis by Verizon.</p>	NJ Observation Report #49

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	Consulting identified a significant deviation between the Estimated Measured Loss (EML) and the Actual Measured Loss (AML) on 15 DS1 circuits when deploying Genius Jacks.			<p>12/21/00: Under analysis by Verizon – Verizon will likely issue new Methods & Procedures and update training.</p> <p>12/28/00: No change.</p> <p>1/4/01: Verizon stated that additional training was underway and scheduled to complete 1/26. VZN will provide documentation of the training as well and the new M&Ps.</p> <p>1/11/01: No change.</p> <p>1/19/01: No change.</p> <p>1/25/01: No change.</p> <p>2/1/01: Verizon committed to providing the documentation by COB 2/2.</p> <p>2/8/01: KPMG Consulting received Verizon's documentation and asked Verizon to confirm whether or not certain documents were still valid. In addition, KPMG Consulting requested that Verizon provide a copy of or web access to a job aid mentioned in the documentation.</p> <p>2/15/01: KPMG Consulting will submit an additional request for information and documentation.</p> <p>2/22/01: KPMG Consulting will submit document request 49a.</p> <p>3/1/01: KPMG Consulting will issue a revised version of this Observation.</p> <p>3/8/01: VZN updated the documentation which reflects the experience KPMG Consulting encountered. In lieu of a revised version, KPMG Consulting issued Observation #101 on 3/8/01. This Observation is Closed.</p>	
50	KPMG Consulting received inconsistent responses on orders that	Closed	Review Complete	<p>12/13/00: Issued</p> <p>12/14/00: Under analysis by Verizon.</p>	NJ Observation Report #50

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	should have received error messages.			<p>12/21/00: Verizon stated that PONs 1,2,4 had received correct error messages and that PONs 3,5 received incorrect errors due to missing USOCs. KPMG Consulting will review.</p> <p>12/28/00: KPMG Consulting stated that all 5 PONs included the same USOCs on the orders. Verizon and KPMG Consulting will re-verify the orders.</p> <p>1/4/01: Verizon concurred that PONs 1,2, and 4 should have received the same treatment as 3 and 5. Verizon cited rep error as the cause and will provide training documentation for KPMG Consulting to review.</p> <p>1/11/01: KPMG Consulting received the training documentation from Verizon and has resubmitted the orders in question.</p> <p>1/19/01: KPMG Consulting resubmitted the orders in question, awaiting receipt of PCMS & BCMs.</p> <p>1/25/01: No change.</p> <p>2/1/01: The orders in question have now processed correctly with receipt of PCMs and BCMs. This Observation is Closed.</p>	
51	KPMG Consulting has received a LSRPCM (Local Service Request Provisioning Completion Message) and a LSRBCM (Local Service Request Billing Completion Message) on an order that was cancelled.	Closed	Review Complete	<p>12/13/00: Issued</p> <p>12/14/00: Under analysis by Verizon.</p> <p>12/21/00: Verizon stated that this error resulted from a timing related system anomaly. They are investigating a fix for this issue and will report back next week.</p> <p>12/28/00: Verizon still reviewing. A system fix may not be implemented because the timing anomaly happens so infrequently. Agreed to conduct further analysis of the problem.</p> <p>1/4/01: Verizon IT group is examining the issue.</p> <p>1/11/01: No change.</p>	NJ Observation Report #51

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>1/19/01: No change.</p> <p>1/25/01: Verizon is updating its documentation to require reps to make a manual review of where requests are in the process to ensure that this situation does not occur again. Verizon will provide the documentation when completed – KPMG Consulting will conduct a retest.</p> <p>2/1/01: KPMG Consulting is retesting the issues covered here in conjunction with those covered in Observation #42. Verizon will provide the documentation previously mentioned.</p> <p>2/8/01: Retesting continues. KPMG Consulting received documentation and is reviewing.</p> <p>2/15/01: KPMG Consulting has submitted orders and is awaiting PCMs and BCMs.</p> <p>2/22/01: KPMG Consulting stated that one LSRLR was received instead of an expected cancellation. KPMG Consulting will retest.</p> <p>3/1/01: KPMG Consulting completed its retest without further errors. This Observation is Closed.</p>	
52	KPMG Consulting received error messages when trying to migrate a 1-line DS1 customer to a CLEC UNE DS1 Loop customer.	Closed	Review Complete	<p>12/13/00: Issued</p> <p>12/14/00: Under analysis by Verizon.</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Verizon stated that the 7/1/00 ASR workshop covered this issue: that new connections and UNE-P migrations required ASRs and that disconnects and changes using TNs required LSR. Verizon stated that an Industry Change Control notice was issued on 12/26/00. KPMG Consulting will retest.</p> <p>1/11/01: KPMG Consulting received Verizon's change documentation and stated that the retest was in progress.</p>	NJ Observation Report #52

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>1/19/01: KPMG Consulting is working with Chris Rubits from Verizon to complete the retest.</p> <p>1/25/01: KPMG Consulting stated that they had begun to resubmit orders for a retest and were awaiting the results of the initial submission before proceeding. Verizon will update documentation by COB 1/26.</p> <p>2/1/01: KPMG is working with Verizon to complete retesting of this issue – awaiting confirmation of initial order resubmissions.</p> <p>2/8/01: KPMG Consulting issued one scout which passed however 6 additional instances errored – ASR in query. KPMG Consulting re-issued the ASRs and is awaiting confirmation. KPMG Consulting also sent the scout for an EEL DS1 migration and is waiting for confirmation before sending remaining instances.</p> <p>2/15/01: KPMG Consulting continues to work these issues with Verizon.</p> <p>2/22/01: KPMG Consulting received the necessary confirmations, this Observation is Closed.</p>	
53	KPMG Consulting has received unexpected error messages when submitting migration orders to Verizon-NJ.	Closed	Review Complete	<p>12/13/00: Issued</p> <p>12/14/00: Verizon stated that rep error was the root cause and that additional training had been implemented. Verizon will provide the documentation to KPMG Consulting.</p> <p>12/21/00: KPMG Consulting received and reviewed the training documentation. This Observation is Closed.</p>	NJ Observation Report #53
54	KPMG Consulting received inconsistent responses on ISDN BRI orders.	Closed	Review Complete	<p>12/14/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Verizon stated that all the PONs in question</p>	NJ Observation Report #54

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>should have been queried with the error seen with PON 1. VZN stated that training issue was the reason for the different error messages KPMG Consulting received. VZN will forward training documentation. Based on this information, KPMG Consulting will resubmit corrected orders.</p> <p>1/11/01: KPMG Consulting received the training documentation from Verizon and has resubmitted the orders in question.</p> <p>1/19/01: KPMG Consulting is working with Chris Rubits from Verizon to complete the retest.</p> <p>1/25/01: KPMG Consulting stated that the orders had been resubmitted and appeared to be processing correctly.</p> <p>2/1/01: KPMG Consulting is awaiting PCMs/BCMs on the resubmitted orders.</p> <p>2/8/01: The retest is in progress, KPMG CONSULTING received some BCMs and is awaiting the remainder.</p> <p>2/15/01: KPMG CONSULTING received the necessary BCMs. As the orders have now process correctly, this Observation is Closed.</p>	
55	KPMG Consulting received an unexpected error message on an ISDN UNE-P supplemental order.	Closed	Review Complete	<p>12/14/00: Issued</p> <p>12/21/00: Verizon stated that this resulted from a Rep typographical error which normally would have been ironed out. KPMG Consulting will consider and report back next week.</p> <p>12/28/00: KPMG Consulting proposed to close because of the typographical error. Should the problem arise in future orders KPMG Consulting sends, the observation will be reopened. This Observation is Closed.</p>	NJ Observation Report #55
56	KPMG Consulting received	Closed	Review	12/14/00: Issued	NJ Observation

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	unexpected error messages on Pre-Order Loop Qualification orders.		Complete	<p>12/21/00: Verizon stated that this was a correct error message and that the system was unavailable at that time. KPMG Consulting responded that this error had been received over the course of several days and recurred after a brief period of "up time." Verizon will investigate the system downtime logs during the timeframe in question and report next week.</p> <p>12/28/00: Under review by Verizon.</p> <p>1/4/01: Verizon stated that their IT group had identified a table error which was corrected by 12/8/00. KPMG Consulting continued to encounter this error on an intermittent basis after that date – possibly due to correctly identified system outages. KPMG Consulting will retest.</p> <p>1/11/01: KPMG Consulting submitted orders to retest this issue and determined that it has been resolved. This Observation is Closed.</p>	Report #56
57	KPMG Consulting received unexpected error messages when submitting a post migration order.	Closed	Review Complete	<p>12/14/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Verizon stated that they believe the error message was correct and supplied what they believe to be appropriate corrections. KPMG Consulting will resubmit the orders to test.</p> <p>1/11/01: KPMG Consulting resubmitted the order in question; LSRs have been received, awaiting receipt of PCMs/BCMs.</p> <p>1/19/01: PCMs/BCMs have been received and the order completed. This Observation is Closed</p>	NJ Observation Report #57
58	KPMG Consulting has received an unexpected error message on an order requesting new private line service.	Closed	Review Complete	<p>12/14/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p>	NJ Observation Report #58

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>1/4/01: Verizon stated that rep error resulted from confusion over the service desired by KPMG Consulting. KPMG Consulting stated that the same case had passed CTE testing and supplied the case to Verizon for further investigation. KPMG Consulting will clarify order and resubmit.</p> <p>1/11/01: KPMG Consulting received the training documentation from Verizon and has resubmitted one order in question which appears to be processing correctly. KPMG Consulting will send the remaining orders.</p> <p>1/19/01: LSRs received, awaiting receipt of PCMs & PCMs on all orders.</p> <p>1/25/01: KPMG Consulting is awaiting receipt of PCMs & BCMs on all orders – due 1/26.</p> <p>2/1/01: The orders in question have now processed correctly with receipt of PCMs and BCMs. This Observation is Closed.</p>	
59	KPMG Consulting has been unable to reserve custom numbers in accordance with Verizon-NJ's Pre-Order Business Rules, version 4.4.1.	Closed	Review Complete	<p>12/14/00: Issued</p> <p>12/21/00: Verizon stated that this was a valid error – the TN in question was not available. They stated that this was comparable with retail where multiple “hunt and peck” submissions could be necessary. KPMG Consulting will consider and reply next week.</p> <p>12/28/00: Because of the comparable procedures with Retail requests, this Observation is Closed.</p>	NJ Observation Report #59
60	KPMG Consulting has received unexpected error responses when submitting orders to migrate customers “as is” to a CLEC.	Closed	Review Complete	<p>12/14/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Verizon cited rep error as the cause and will submit appropriate documentation to KPMG Consulting for review. KPMG Consulting</p>	NJ Observation Report #60

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>will resubmit the orders in question.</p> <p>1/11/01: KPMG Consulting resubmitted the order in question which appears to be processing correctly. Awaiting receipt of Verizon's training documentation.</p> <p>1/19/01: The order received LSRs, however the PCM was due 1/16 and was not received. KPMG Consulting received the training documentation from Verizon.</p> <p>1/25/01: Verizon will re-issue LSRLRs so that orders will then PCM & BCM.</p> <p>2/1/01: KPMG Consulting is still awaiting PCM/BCM. Verizon has yet to re-issue LSRLRs so that orders will then PCM & BCM.</p> <p>2/8/01: No change.</p> <p>2/15/01: No change.</p> <p>2/22/01: No change. Verizon still working.</p> <p>3/1/01: No change.</p> <p>3/8/01: No significant change –confirmations should be sent shortly.</p> <p>3/15/01: KPMG Consulting received one BCM, one LSRLR and is awaiting response on the third PON. Verizon stated that final responses would be forthcoming.</p> <p>3/22/01: Two PONs remain open, KPMG Consulting is awaiting one BCM and is expecting the PCM for the other on the 23rd.</p> <p>3/29/01: KPMG Consulting is now awaiting two BCM's. Verizon stated that these should be received this date or next day.</p> <p>4/5/01: Verizon stated that the two BCM's in question were sent on 3/21 and 3/29. Screenshots will be provided to KPMG Consulting. As of 4/9, Verizon has not sent screenshots, KPMG</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				Consulting received one BCM for PON 035081NN0X010001AD dated 4/5/01. Still waiting for BCM on PON 035081NN0X000003AA. 4/12/01: KPMG Consulting has received the necessary BCMs. This Observation is Closed.	
61	KPMG Consulting did not receive numerous responses on local service requests (LSRs) and pre-order transactions during volume testing.	Closed	Review Complete	12/15/00: Issued 12/21/00: Verizon requested PON examples and stated that many had not been responded to based on an agreement that volume related orders that "fell out" to the TISOC would not receive a response. Verizon also requested KPMG Consulting check how many orders had been deliberately errored. Verizon and KPMG Consulting will both review and report back next week. 12/28/00: Verizon and KPMG Consulting continue to investigate. 1/4/01: Verizon stated that the bulk of the non-responses were due to an incorrect phone number populating the orders in question – these would have dropped to the TISOC as a result and KPMG Consulting would then not expect to receive a reply. KPMG Consulting will investigate this issue and report back next week. Verizon stated that the remaining orders are tied to system issues outlined in Exception #5. 1/11/01: KPMG Consulting stated the phone number previously identified by Verizon as the possible cause of error (which would have led to a non-response) was a deliberate error that had been excluded from consideration in this	NJ Observation Report #61

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>Observation. Verizon stated that other PONs that received no response were due to invalid classes of service for flow through or invalid USOCs. KPMG Consulting stated that these volume orders had flowed through as expected in regular production testing. Verizon will continue its analysis.</p> <p>1/19/01: Verizon stated that an internal communications link had degraded network performance between 1100 and 1740 on December 12th. This had caused network delays which led to the orders timing out and therefore not flowing through as expected. A parameter change was implemented to fix this issue. KPMG Consulting will evaluate and report back next week.</p> <p>1/25/01: KPMG Consulting has reviewed its data and Verizon's response and determined that this issue has not reappeared. This Observation is Closed.</p>	
62	KPMG Consulting did not receive numerous responses on pre-order transactions during volume testing.	Closed	Review Complete	<p>12/15/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Verizon stated that the issue related to the table error identified in Observation #56. KPMG Consulting will consider method of verifying the fix has been successful.</p> <p>1/11/01: KPMG Consulting will provide a further breakdown of the information – i.e. whether the orders were submitted via EDI or GUI as well as sample outbound system information to aid Verizon's investigation.</p> <p>1/19/01: Verizon will examine the CSR issue and report back.</p>	NJ Observation Report #62

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
INACTIVE OBSERVATIONS					
				<p>1/25/01: Verizon stated that they were unable to identify a specific root cause. KPMG Consulting will take this under advisement and respond next week.</p> <p>2/1/01: In view of Verizon's inability to fully identify the root cause of this issue and there is no significant impact to the volume test results, this Observation is Closed.</p>	
63	KPMG Consulting received an unexpected error when submitting orders to disconnect a business customer's 10 digital handoff.	Closed	Review Complete	<p>12/18/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Under analysis by Verizon. KPMG Consulting followed business rules and used a test case that passed in CTE.</p> <p>1/11/01: KPMG Consulting received the training documentation from Verizon and has resubmitted the order in question. LSR received, awaiting receipt of PCM/BCM.</p> <p>1/19/01: The PCM & BCM have been received with the order being completed properly. This Observation is closed.</p>	NJ Observation Report #63
64	KPMG Consulting received an unexpected response when submitting supplemental orders to cancel original orders.	Closed	Review Complete	<p>12/18/00: Issued</p> <p>12/21/00: Under analysis by Verizon. KPMG Consulting will examine whether this can be combined with Observation #42.</p> <p>12/28/00: Under analysis by Verizon and KPMG Consulting.</p> <p>1/4/01: This Observation is now combined with Observation #42 and closed. This observation will be moved to the inactive document in the 1/11/01 minutes.</p> <p>1/11/01: KPMG Consulting will issue the revised version of Observation #42 on 1/12/01. This</p>	NJ Observation Report #64

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				Observation is Closed.	
65	KPMG Consulting has experienced a lack of response from Verizon on “win-back” orders.	Closed	Review Complete	<p>12/18/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Under analysis by Verizon.</p> <p>1/11/01: Verizon stated that they attempted to contact KPMG Consulting via phone and letter but received no response. For PONs 1,2, and 9, Verizon stated that the orders had been processed. Under analysis by KPMG Consulting.</p> <p>1/19/01: KPMG Consulting requested copies of the letters mentioned previously by Verizon. KPMG Consulting also requested Verizon examine ways to improve a difficult process.</p> <p>1/25/01: Verizon stated that they felt the process was adequate and no changes were necessary. KPMG Consulting will take this under advisement and respond next week.</p> <p>2/1/01: This Observation is closed with concurrence from the BPU.</p>	NJ Observation Report #65
66	KPMG Consulting did not receive responses for manually submitted Access Service Request (ASR) orders.	Closed	Review Complete	<p>12/19/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Under analysis by Verizon.</p> <p>1/11/01: Verizon stated that documentation had been faxed back and forth between themselves and KPMG Consulting contact John Monje and their belief that the processes in place had functioned properly. Under analysis by KPMG Consulting.</p> <p>1/19/01: KPMG Consulting stated the orders did complete but through a difficult process and requested Verizon examine ways to improve</p>	NJ Observation Report #66

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>this difficult process. Verizon agreed to review.</p> <p>1/25/01: Verizon stated that they felt the process was adequate and no changes were necessary. KPMG Consulting will take this under advisement and respond next week.</p> <p>2/1/01: In view of Verizon's inability to fully identify the root cause of this issue and the fact that the orders did eventually complete, this Observation is Closed.</p>	
67	Certain Carrier-to-Carrier (C2C) Reports were not delivered on-time to KPMG Consulting by Verizon-NJ.	Closed	Review Complete	<p>12/19/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Verizon stated that this was essentially an issue of e-mail delivery timing. KPMG Consulting will monitor timing of future deliveries.</p> <p>1/11/01: KPMG Consulting will monitor timing of future deliveries, taking into account data from CLECs as well. Discussion is suspended pending future results.</p> <p>1/19/01: No change.</p> <p>1/25/01: No change.</p> <p>2/1/01: The most recent reports have arrived on time. This Observation is Closed.</p>	NJ Observation Report #67
68	KPMG Consulting received an unexpected error when submitting orders to disconnect a business customer's 10 digital handoff.	Closed	Review Complete	<p>12/19/00: Issued</p> <p>12/21/00: Under analysis by Verizon.</p> <p>12/28/00: Under analysis by Verizon.</p> <p>1/4/01: Verizon stated that the rep queried the order to be certain that KPMG wanted to disconnect the pipe. Verizon stated that this would be made standard procedure. Verizon will provide documentation of the procedural changes. KPMG to re-submit the order in question.</p> <p>1/11/01: KPMG Consulting has resubmitted one order in</p>	NJ Observation Report #68

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				question which appears to be processing correctly Remaining orders will be submitted. Verizon still needs to provide the related training documentation. 1/19/01: KPMG Consulting received and evaluated the training documentation. The remaining orders processed correctly with PCMs/BCMs being received. This Observation is closed.	
69	KPMG Consulting received an unexpected Local Service Request Local Response (LSRLR) for a cancelled order.	Closed	Review Complete	12/19/00: Issued 12/21/00: Under analysis by Verizon. 12/28/00: Under analysis by Verizon. 1/4/01: Under analysis by Verizon. 1/11/01: Under analysis by Verizon. 1/19/01: Verizon stated that a system change was implemented on 12/16 to automate this process. KPMG Consulting will retest. 1/25/01: KPMG Consulting's retest showed no further instances of this problem. This Observation is Closed.	NJ Observation Report #69
70	Verizon-NJ (VZN-NJ) fails to closeout trouble tickets for repairs of Resale special services in a satisfactory time frame.	Closed	Review Complete	1/9/00: Issued 1/11/01: Verizon stated that their six hour time commenced from 7am on these items as a result of access time provided. This meant that no action was taken until 7am. Verizon stated that the 2/17/01 release changes procedures to allow all testing and evaluation not requiring site access to commence before the access time. 1/19/01: KPMG Consulting will issue a revised version of Observation #70 clarifying the degree to which Verizon missed their objective appointment time lines. 1/22/01: KPMG Consulting issued a revised version of this Observation.	NJ Observation Report #70 NJ Observation Report #70b

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>1/25/01: Verizon will review revised version and respond if necessary. KPMG will retest, likely in conjunction with a retest necessary for Observation #40.</p> <p>2/1/01: KPMG Consulting is in the progress of retesting in conjunction with Observation #40.</p> <p>2/8/01: KPMG Consulting's retest is complete and analysis of the results is under way. Currently, the results look positive. Additional documentation has been requested.</p> <p>2/9/01: KPMG Consulting received the requested documentation from Verizon – under analysis.</p> <p>2/15/01: KPMG Consulting continues its analysis.</p> <p>2/22/01: No change.</p> <p>3/1/01: KPMG Consulting completed its analysis of retest data and the documentation received and found no additional issues. This Observation is closed.</p>	
71	Verizon-New Jersey (VZN-NJ) is not calculating the Collocation Performance (NP-2) metrics according to the New Jersey Carrier-to-Carrier Guidelines Performance Standards and Reports (May 2000).	Closed	Review Complete	<p>1/9/00: Issued</p> <p>1/11/01: Under analysis by Verizon.</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: No Change</p> <p>2/1/01: As a result of further analysis, KPMG Consulting has identified evaluation criteria that will be "not satisfied" as result of this issue. Therefore, this Observation is Closed and reissued as Exception 18.</p>	NJ Observation Report #71
72	Verizon-New Jersey (VZN-NJ) does not follow Appendix J of the New Jersey Carrier-to-Carrier Guidelines Performance Standards and Reports (May 2000).	Closed	Review Complete	<p>1/9/00: Issued</p> <p>1/11/01: Under analysis by Verizon.</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: No change.</p> <p>2/1/01: Verizon agreed with KPMG Consulting's findings and stated that the appropriate corrections would be made to the January C2C</p>	NJ Observation Report #72

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>report and that the correct statistical guidelines will be used going forward.</p> <p>2/8/01: Discussion suspended until Jan report is received and analyzed.</p> <p>2/15/01: No change.</p> <p>2/22/01: No change.</p> <p>3/1/01: KPMG Consulting received the necessary report which is under review.</p> <p>3/8/01: KPMG Consulting continues its analysis.</p> <p>3/15/01: KPMG Consulting reviewed the January report and found no further instances of this issue.</p> <p>This Observation is Closed</p>	
73	KPMG Consulting received an unexpected error message on orders to add an ISDN BRI line to CLEC UNE-P business customers.	Closed	Review Complete	<p>1/11/00: Issued</p> <p>1/19/01: Verizon stated that KPMG Consulting had recycled the TNs in question and that the error messages were correct. KPMG Consulting stated that the TNs were received through the reservation process and should either not have been granted in the first place, or then processed as requested. Verizon and KPMG Consulting will re-look the issue and report back next week.</p> <p>1/25/01: Verizon agreed that the TNs in question had been properly reserved and then used by KPMG Consulting. The TNs were apparently then reissued inadvertently when a new reserve request was issued for the same address – Verizon is investigating how this occurred.</p> <p>2/1/01: Under analysis by Verizon.</p> <p>2/8/01: No change.</p> <p>2/15/01: Verizon determined that a rep incorrectly released the TNs in question. The rep has</p>	NJ Observation Report #73

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				received training and Verizon will provide documentation to KPMG Consulting for review. 2/22/01: KPMG Consulting has received the training documentation which is under review. 3/1/01: KPMG Consulting completed its review of the training documentation which covered the necessary areas. This Observation is Closed.	
74	Certain metrics reported in the Verizon-New Jersey (Verizon-NJ) November 2000 KPMG Consulting CLEC Specific Carrier-to-Carrier Report do not follow the NJ Carrier-to-Carrier Guidelines (May 2000).	Closed	Review Complete	1/12/00: Issued 1/19/01: Under analysis by Verizon. 1/25/01: No change. 2/1/01: Verizon agreed with KPMG Consulting's findings. Corrections will be made to the December report for issues covered in Tables 1&2 of the Observation and the January report for those covered in Table 3. 2/8/01: Discussion suspended pending arrival of corrected reports. 2/15/01: No change. 2/22/01: No change. 3/1/01: KPMG Consulting received the reports which are under analysis. 3/8/01: KPMG Consulting completed its analysis of the reports and found no issues. This Observation is Closed.	NJ Observation Report #74
75	KPMG Consulting has received an unexpected error message on an order to add an ISDN BRI line to a new CLEC Resale customer.	Closed	Review Complete	1/12/00: Issued 1/19/01: Verizon stated KPMG Consulting did not populate the required 3 rd character resulting in the error message. Verizon stated the Business Rules are incorrect and will be revised; Verizon will provide the date for the revision. KPMG Consulting will resubmit the order following the corrected Business Rules. 1/25/01: KPMG received BCM. Verizon stated that an	NJ Observation Report #75

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>update was under development and will provide a date when it will be available. KPMG Consulting resubmitted the orders using the new guidance provided. All orders successfully completed. Once the Business Rules are updated, this observation will be closed.</p> <p>2/1/01: KPMG Consulting is awaiting Verizon's update to the Business Rules.</p> <p>2/8/01: Verizon committed to issue updated Business Rules by COB today.</p> <p>2/15/01: KPMG Consulting has received the documentation which is under review.</p> <p>2/22/01: KPMG Consulting determined that the updated Business Rules supplied by Verizon sufficiently cover this issue. Therefore, this Observation is Closed.</p>	
76	Verizon-New Jersey's (Verizon-NJ) metrics data storage procedures are insufficient to archive Ordering and Provisioning Trunks records.	Closed	Review Complete	<p>1/12/00: Issued</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: No change.</p> <p>2/1/01: No change.</p> <p>2/8/01: Verizon disagreed with KPMG Consulting's findings. Verizon stated that they located records for 4 of the 5 orders in question and that the 5th order was cancelled; and, therefore no record would be archived. Verizon stated they had exercised due diligence to find the requested records in a timely fashion. On January 4, 2001, Verizon stated that we had not located all of the records and sought alternative solutions to move forward rather than have KPMG delayed any further waiting for the records. Verizon did continue with the effort to locate the records. Verizon located</p>	NJ Observation Report #76

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>and provided two records in their original response. Two further records were located on 1/18 by developing additional queries that compensated for data missing on the request.</p> <p>2/15/01: KPMG Consulting continues its analysis of Verizon's response.</p> <p>2/22/01: KPMG Consulting has reviewed and validated Verizon's response above and is satisfied with the results. This Observation is Closed.</p>	
77	KPMG Consulting has not received Due Dates on orders submitted.	Closed	Review Complete	<p>1/12/00: Issued</p> <p>1/19/01: Under analysis by Verizon.</p> <p>1/25/01: No change.</p> <p>2/1/01: Verizon requested that the PONs of the EDI transactions be provided – these will be faxed by KPMG Consulting.</p> <p>2/8/01: The PONs in question were faxed by KPMG Consulting – Verizon has this under analysis.</p> <p>2/15/01: Verizon stated that they were unable to determine the root cause of this issue and could not gather further data due to the age of the PONs. KPMG Consulting will take this under consideration and report back next week.</p> <p>2/22/01: KPMG Consulting has seen no further instances of the this issue, but will continue to monitor. This Observation is Closed.</p>	NJ Observation Report #77
78	KPMG Consulting has not received responses from Verizon-NJ on several pre-orders submitted.	Closed	Review Complete	<p>1/12/00: Issued</p> <p>1/19/01: Verizon stated that PSA fix had occurred in the 2 October release and will respond further next week.</p> <p>1/25/01: Verizon stated that they were unable to identify a specific root cause. KPMG Consulting will take this under advisement and respond next</p>	NJ Observation Report #78

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
INACTIVE OBSERVATIONS					
				week. 2/1/01: In view of Verizon's inability to fully identify the root cause of this issue and the fact that no specific evaluation criteria will be "not satisfied," this Observation is Closed.	
79	For the metric calculation of Carrier Bill Timeliness (BI-2) in the New Jersey September 2000 KPMG Consulting CLEC Specific Carrier-to-Carrier (C2C) report, Verizon-New Jersey (Verizon-NJ) did not use all KPMG Consulting Master Account Numbers.	Closed	Review Complete	1/23/00: Issued 1/25/01: Under analysis by Verizon. 2/1/01: No change. 2/8/01: No change. 2/15/01: Verizon stated that they were using an interim manual process to calculate this metric through the November data month and that the process did not capture all master BAN's for the KPMG Consulting test ID's. Verizon has reviewed the September 16 th billing period and has verified that all 14 of the master BANS not captured in the interim process were in fact printed and mailed on time to KPMG Consulting. Verizon stated that mechanization of BI-2 was completed for the December data month, capturing all of the master BAN's. 2/22/01: KPMG Consulting will analyze the December data relating to BI-2. 3/1/01: Data analysis in progress. 3/8/01: KPMG Consulting continues its analysis. 3/15/01: KPMG Consulting reviewed the December data and found no further instances of this issue. This Observation is Closed	NJ Observation Report #79
81	Verizon-New Jersey's (VZN-NJ) Provisioning product classifications are inaccurate and inconsistent with Ordering classifications.	Closed	Review Complete	1/29/00: Issued 2/1/01: Under analysis by Verizon. 2/8/01: No change. 2/15/01: Verizon stated that two orders were	NJ Observation Report #81

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>misclassified and that the missing service order code and default to POTS issues were covered in change control notice CCNJ2001-387 and another to be issued.</p> <p>2/22/01: KPMG Consulting is awaiting the issue date for the remaining change control notice. KPMG Consulting is reviewing the CN that was issued.</p> <p>3/1/01: KPMG Consulting is awaiting February data for review, having received the change control notice. Discussion suspended until data is received and reviewed.</p> <p>3/8/01: No change – Discussion suspended.</p> <p>3/15/01: No change.</p> <p>3/22/01: No change.</p> <p>3/29/01: KPMG Consulting has received the necessary data – discussion suspended pending completion of the review.</p> <p>4/5/01: No change.</p> <p>4/12/01: No change.</p> <p>4/19/01: KPMG Consulting completed its review and found that the latest categorizations were both accurate and consistent. This Observation is Closed.</p>	
83	Verizon-New Jersey (VZN-NJ) is reporting the denominator for PO-2 incorrectly and in an inconsistent format.	Closed	Review Complete	<p>1/30/00: Issued</p> <p>2/1/01: Under analysis by Verizon.</p> <p>2/8/01: No change.</p> <p>2/15/01: Verizon agreed that this metric should be reported consistently in the hour format. Per the NJ Guidelines the format should be, “measured in hours and minutes, as a percentage of an hour.” Verizon previously identified this issue in its own internal testing.</p>	NJ Observation Report #83

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>Change Control CCNJ2001-00290-PRE was issued to correct the file format. The Change will be implemented for the January data month. Verizon disagreed with KPMG Consulting's finding that the denominator is reported on the C2C report. Verizon also disagreed with KPMG Consulting regarding the Observations reported in November stating that per the New Jersey Guidelines the Observations reported are the downtime hours. Verizon stated that the hours of downtime were correctly reported on the November C2C report. The format for the Observations will be corrected with the January data month to include hours and minutes expressed as a percentage of an hour. KPMG Consulting will review and report back.</p> <p>2/22/01: Under analysis by KPMG Consulting. 3/1/01: No change. 3/8/01: KPMG Consulting completed its review and found no further issues. This Observation is Closed.</p>	
84	Verizon-New Jersey (Verizon-NJ) does not exclude LSR orders cancelled or supplemented prior to confirmation or rejection from the OR-7-01 (Percent Order Confirmation/Rejects Sent Within Three Business Days) metric calculation.	Closed	Review Complete	<p>1/31/00: Issued 2/1/01: Under analysis by Verizon. 2/8/01: No change. 2/15/01: Verizon agreed with KPMG Consulting and stated that LSR orders cancelled or supplemented prior to confirmation or rejection are not excluded. Change Control CCNJ2001-373-ORD was issued to exclude these LSR's effective with the January data month. 2/22/01: KPMG Consulting is awaiting the January report for review. Discussion suspended.</p>	NJ Observation Report #84

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>3/1/01: KPMG Consulting received the necessary report which is under review.</p> <p>3/8/01: KPMG Consulting continues its analysis. Verizon will verify whether cancelled or supped orders prior to confirmation or rejection are excluded from the data sets.</p> <p>3/15/01: Verizon to respond next week</p> <p>3/22/01: Verizon stated that the orders in question were excluded from the data set. KPMG Consulting has taken the response under advisement.</p> <p>3/29/01: KPMG Consulting has reviewed Verizon's response and accepts it. This Observation is Closed.</p>	
85	Verizon-New Jersey (Verizon-NJ) does not exclude missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval from the MR-3 (Missed Repair Appointments) metrics calculations.	Closed	Review Complete	<p>2/1/01: Issued</p> <p>2/8/01: Verizon disagreed with KPMG Consulting's findings stating that missed appointments were excluded as appropriate. KPMG Consulting will review data and report back.</p> <p>2/15/01: KPMG Consulting determined that the issue was essentially a semantic difference of opinion. Therefore, this Observation is Closed.</p>	NJ Observation Report #85
86	Verizon-New Jersey confirmed or rejected flow-through orders during the Service Order Processor ("SOP") scheduled downtime.	Closed	Review Complete	<p>2/1/01: Issued</p> <p>2/8/01: Under analysis by Verizon.</p> <p>2/15/01: Verizon disagreed with KPMG's observation stating that established guidelines were followed by excluding SOP downtime hours that are detailed in the New Jersey Guidelines SOP hours of operation were changed 10/21/2000. Verizon stated that the examples of confirmations and rejects that KPMG has cited in this Observation all occurred during the expanded hours of SOP operations and that</p>	NJ Observation Report #86

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>the New Jersey BPU was informally notified of the new hours in November and the CLEC handbook was updated on the WEB. In addition, Verizon stated that SOP may be available intermittently during the downtime period. Verizon stated that the New Jersey C2C Guidelines will be updated in accordance with procedures to be established by the BPU. Once the Guidelines have been updated, Change Control will be issued to adjust the hours that are excluded from the calculation of metrics OR 1 and OR 2. Verizon cited the following Flashes and changes to the CLEC Handbook:</p> <p>Flashes: SOP/PA CR # 1758 on 10/10/00 MISOS NJ CR # 1809 on 11/9/00</p> <p>Changes were made to CLEC Handbook: SOP/PA on 11/1/00 MISIOS NJ on 12/1/00 KPMG Consulting will investigate and report back next week.</p> <p>2/22/01: KPMG requested additional information on how intervals are calculated based on the "intermittent availability of SOP" during scheduled downtime and is continuing its analysis.</p> <p>3/1/01: Verizon stated that orders which were processed during the posted SOP downtime received a zero interval. Verizon stated they are following the C2C Guidelines in calculating intervals. KPMG Consulting will consider this</p>	

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				and reply next week. 3/8/01: KPMG Consulting continues its analysis. 3/15/01: KPMG Consulting reviewed Verizon's response and agrees that the C2C guidelines are being followed. This Observation is Closed.	
88	The confirmed due dates Verizon-NJ returned on Local Service Request Local Responses (LSRLRs) do not match the due dates KPMG Consulting requested on Local Service Requests (LSRs).	Closed	Escalated to Exception	2/1/01: Issued 2/8/01: Under analysis by Verizon. 2/15/01: KPMG Consulting stated that Verizon's success rate decreased to 89% - below the 95% threshold. This Observation will be closed and an Exception issued in its place. 2/19/01: Exception #21 was issued, escalating this issue. This Observation is now Closed	NJ Observation Report #88
89	KPMG Consulting has not received Billing Completion Messages (BCMs) on several orders submitted to Verizon-NJ.	Closed	Review Complete	2/1/01: Issued 2/8/01: Under analysis by Verizon. KPMG Consulting advised that the last PON (#27) will be removed from the Observation – a revised document will be provided to Verizon. 2/15/01: Verizon provided the data necessary to locate 24 of 26 missing BCMS. Verizon stated that the other two (25&26) were not received as a result of rep error. There reps have received training- Verizon will provide documentation to KPMG Consulting for review. 2/22/01: KPMG Consulting is awaiting training documentation from Verizon. 3/1/01: KPMG Consulting received and reviewed the training documentation which covered the necessary areas. This Observation is Closed.	NJ Observation Report #89
90	KPMG Consulting received an unexpected message from Verizon-NJ when requesting the status of a pre-existing order.	Closed	Review Complete	2/8/01: Issued 2/15/01: Under analysis by Verizon. 2/22/01: No change. 3/1/01: Verizon stated that two PONs would be covered	NJ Observation Report #90

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>by Bulletin #1970, to be issued around March 8th. Verizon stated that the other PON had been inadvertently mis-formatted in their system due to rep error. Verizon will provide the training documentation.</p> <p>3/8/01: KPMG Consulting received Bulletin #1981 (in lieu of #1970) and retested using the corrections provided. This was not successful. Verizon is working through the business rule problems. KPMG Consulting received the training documentation and is reviewing.</p> <p>3/15/01: KPMG Consulting determined that the errors which occurred following receipt of Bulletin #1981 were the result of mapping issues which have been resolved with Verizon. The training documentation has been reviewed and covers the necessary issues. This Observation is Closed.</p>	
91	KPMG Consulting has received an unexpected error message from Verizon-NJ when trying to access CSRs (Customer Service Records) via the Web GUI.	Closed	Review Complete	<p>2/8/01: Issued</p> <p>2/15/01: Verizon investigated Ticket number 170772 and found the NPA NNX combination beginning with "201Z" was missing from an internal table used in middleware request validation. This missing table entry was added and Web GUI access to the CSR was verified on January 31, 2001. In addition, all valid alphanumeric entries were verified and no other entries were found to be missing. KPMG Consulting will investigate retest.</p> <p>2/22/01: KPMG Consulting is conducting its retest.</p> <p>3/1/01: KPMG Consulting completed its retest with no further incidents of this issue. This Observation is Closed.</p>	NJ Observation Report #91
92	Verizon-New Jersey (Verizon-NJ)	Closed	Review	2/8/01: Issued	NJ Observation

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	does not consistently follow its metrics change implementation process.		Complete	<p>2/15/01: For the first issue, Verizon stated that this problem was identified on the Metrics issues listed filed with the New Jersey BPU with the November C2C report. Change Control NJ2000-280-MAI has been issued to correct and procedures have been reviewed with the data provider. For the second issue, Verizon agreed with KPMG Consulting's finding. The Change Control referenced in this Observation was issued for implementation in Pennsylvania only. Change Control NJ2001-333-MAI has been issued to make the necessary corrections to the New Jersey data. According to Verizon, the change will be effective for the February data month and procedures have been reviewed with the data provider.</p> <p>2/22/01: Under analysis by KPMG Consulting – KPMG Consulting requested either a “print screen,” or other supporting documentation on change control notice NJ2000-80 MAI.</p> <p>3/1/01: KPMG Consulting received the “print screen” and is reviewing.</p> <p>3/8/01: KPMG Consulting requested a “print screen” of Change Control NJ2001-333-MAI and will review the February data when received.</p> <p>3/15/01: Under analysis by KPMG Consulting – February data will be examined. Feb. data will be available March 26th.</p> <p>3/22/01: No change.</p> <p>3/29/01: KPMG Consulting is reviewing the February data.</p> <p>4/5/01: KPMG Consulting has determined the February data meets expectations. This Observation is</p>	Report #92

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				Closed.	
93	KPMG Consulting has identified inconsistencies and inaccuracies in Verizon-New Jersey's (Verizon-NJ) system outage notices.	Closed	Review Complete	<p>2/9/01: Issued 2/15/01: Under analysis by Verizon. 2/22/01: Verizon provided the following responses referring to the Tables in the Observation:</p> <p><u>Table 1.</u> Only Interface Outages are included in the PO2 and PO5 metrics. The tickets identified in Table 1 were not identified as interface outages.</p> <p><u>Table 2.</u> Tickets ADV77696 and ADV 70821involved only one CLEC. Verizon only issues outage notifications if more than one CLEC is impacted. After reviewing ticket ADV64742, it has been determined proper notification were not issued.</p> <p><u>Table 3.</u> When issuing the final notification on ticket ADV76642, the agent did not change the "report type" field from initial to final. The body of the notification, however, did indicate this was a final report</p> <p><u>Table 4.</u> 1) Ticket ADV65333 was not included in the calculation of the metric for September PO2 or PO5 2) In reviewing this ticket it has been determined the agent did attach the wrong ticket information to the notification. 3) When issuing the final notification on ticket ADV65333, the agent did not change the</p>	NJ Observation Report #93

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>“report type” field from initial to final. The body of the notification, however, did indicate this was a final report</p> <p>4) In reviewing ticket ADV65333, it has been determined the agent did incorrectly report the trouble as AM and not PM.</p> <p>After reviewing ticket ADV67668, it has been determined the agent did incorrectly change the Date & Time of Issue Identified on the final bulletin. It should have been the same as the initial bulletin.</p> <p>In reviewing ticket ADV76545, ADV76718 and ADV80087 it has been determined the agent did incorrectly change the Date & Time of Issue Identified on the final bulletin. It should have been the same as the initial bulletin.</p> <p>3/1/01: Under analysis by KPMG Consulting. 3/8/01: KPMG Consulting continues its analysis. 3/15/01: No change. 3/22/01: KPMG Consulting will issue a response to Verizon’s answers. 3/28/01: KPMG Consulting received additional information from Verizon. 3/29/01: KPMG Consulting continues to prepare its response. 4/5/01: Upon analysis of Verizon’s response, KPMG Consulting has determined that issue has been explained or resolved satisfactorily. This Observation is Closed.</p>	
94	KPMG Consulting observed an instance where an order did not flow	Closed	Escalated to Exception	<p>2/9/01: Issued</p> <p>2/15/01: Verizon stated that the order correctly dropped</p>	NJ Observation Report #94

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	through as expected in accordance with Verizon documentation.			from flow-through due to missing subscriber line charge USOCs. KPMG Consulting will investigate and report back. 2/22/01: KPMG Consulting validated with Verizon's response – this Observation is Closed.	
95	KPMG Consulting has received a late Jeopardy notification of a missed Due Date.	Closed	Review Complete	2/14/01: Issued 2/15/01: Under analysis by Verizon. 2/22/01: No change. 3/1/01: Verizon stated that internal communications breakdowns had led to this issue. KPMG Consulting will consider and reply next week. 3/8/01: KPMG Consulting requested clarification from Verizon as to what steps had been taken to prevent such a breakdown in the future. 3/15/01: Verizon to provide summary of steps taken to prevent future breakdowns. 3/22/01: KPMG Consulting reviewed the documentation provided by Verizon. This Observation is now Closed.	NJ Observation Report #95
96	Verizon-New Jersey (Verizon-NJ) does not implement all exclusions for metric NP-2 (Collocation Performance).	Active	Under Review	2/19/01: Issued 2/22/01: Verizon disagreed with KPMG Consulting's finding for this Observation stating that Exclusions in the calculation of this metric are properly instituted. According to Verizon, the exclusion states, "Interval stops for "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or BA tariffs or interconnection agreements (including, but not limited to, a CLEC failure to make a payment when due)." Verizon stated that they do not impose stops for lack of a forecast or CLEC failure to pay when due. Therefore, since delays for these specific	NJ Observation Report #96

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
				<p>reasons do not exist there is no exclusion taken.</p> <p>3/1/01: KPMG Consulting stated there is confusion regarding the exclusions. Verizon will review and respond to KPMG Consulting.</p> <p>3/8/01: KPMG Consulting is awaiting Verizon's written response. Verizon stated that they can stop the clock and exclude that time, however, the clock has not been stopped, so there is no time to exclude.</p> <p>3/15/01: Verizon to respond by COB.</p> <p>3/22/01: KPMG Consulting received Verizon's reply and is conducting its review.</p> <p>3/29/01: KPMG Consulting has reviewed Verizon's reply and found that it explains the necessary issues. This Observation is Closed.</p>	
97	KPMG Consulting has received an unexpected error message on an ISDN PRI order.	Closed	Review Complete	<p>2/19/01: Issued</p> <p>2/22/01: Verizon stated that the order was correctly populated, but a system glitch had resulted in the unexpected error. Verizon stated that a software modification would be implemented on March 3rd to correct this issue. KPMG Consulting will retest.</p> <p>3/1/01: KPMG Consulting will conduct a retest after the March 3rd correction is implemented.</p> <p>3/8/01: KPMG Consulting completed its retest and found no further issues. This Observation is Closed.</p>	NJ Observation Report #97
99	Verizon-New Jersey (VZN-NJ) is not calculating the Collocation Performance (NP-2) metrics according to the New Jersey Carrier-to-Carrier	Closed	Review Complete	<p>2/27/01: Issued</p> <p>3/1/01: Under analysis by Verizon.</p> <p>3/8/01: Under analysis by Verizon.</p> <p>3/15/01: Verizon agreed with KPMG Consulting's</p>	NJ Observation Report #99

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	Guidelines Performance Standards and Reports (May 2000).			<p>assessment and stated that the error was identified internally. Verizon stated this had been corrected with training in the Jan-Feb time frame and that documentation would be provided by KPMG Consulting.</p> <p>3/22/01: Verizon to provide the training documentation to KPMG Consulting.</p> <p>3/29/01: KPMG Consulting received the training documentation from Verizon which is now under review.</p> <p>4/5/01: KPMG Consulting has reviewed the training documentation provided by Verizon which is deemed sufficient. This Observation is Closed.</p>	
101	Verizon's response to NJ Observation Report #49 removes the requirement of matching the Estimated Measured Loss (EML) with Actual Measured Loss (AML) on the Word Document.	Closed	Review Complete	<p>3/8/01: Issued</p> <p>3/15/01: Under analysis by Verizon.</p> <p>3/22/01: No change, Verizon to respond next week.</p> <p>3/29/01: Verizon supplied a new version of the M&Ps - KPMG Consulting will review.</p> <p>4/5/01: KPMG Consulting has determined that the new documentation is sufficient. This Observation is Closed.</p>	NJ Observation Report #101
102	KPMG Consulting has received an unexpected error message from Verizon-NJ, when submitting a line sharing order.	Closed	Review Complete	<p>3/8/01: Issued. Verizon stated that the LSRs contained incomplete phone numbers, hence the error message. KPMG Consulting will investigate and report back next week.</p> <p>3/15/01: KPMG Consulting agrees with Verizon that the errors resulted from an input error and not a problem on Verizon's end. This Observation is Closed.</p>	NJ Observation Report #102
105	Verizon does not adhere to the	Closed	Review	3/26/01: Issued	NJ Observation

New Jersey BPU / Verizon
Inactive Observation Status Summary as of 4/23/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	INACTIVE OBSERVATIONS				
	procedures for System Outages (Type 1) established in the Verizon Change Control Notification Process.		Complete	3/29/01: Under analysis by Verizon. 4/5/01: Verizon to provide a written response. 4/12/01: KPMG Consulting has reviewed Verizon's response. This Observation is Closed.	Report #105
106	Verizon's Frame Checklist for Line Share Provisioning does not include a test to verify that Central Office splitter equipment can pass data.	Closed	Rescinded	4/16/01: Issued. 4/19/01: Rescinded by KPMG Consulting	NJ Observation Report #106